

Meridian Mail Compact Option

System Administration Guide

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Chapter 16

Dialing translations

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Overview

Introduction

This chapter introduces dialing translations as a concept and the ways that you, as the system administrator, can plan and set up dialing translation defaults and translation tables, if necessary.

Meridian Mail Compact Option users do not directly access dialing translations. Taking the features and requirements of the system into consideration, the administrator needs to examine how private or public network numbers are dialed. Various features then use dialing translations to produce dialable numbers.

In the chapter, you will find explanations of what translations are, how they function, and when they are required. In addition, this chapter contains procedures that guide you through the administration of dialing translations.

Section A **Introduction to dialing translations**

In this section

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Overview

Introduction

This section introduces the concept of dialing translations and the ways in which they are implemented.

This section discusses the two main parts of dialing translations: dialing translation defaults and translation tables.

Dialing translations

Description

Dialing translations are the means by which Meridian Mail Compact Option transforms a number into a dialable directory number (DN). For instance, translation determines how to dial a DN depending on whether a number is a local, national, international, or ESN.

How translations are used

Users of Meridian Mail Compact Option do not directly use translation. Rather, certain features use dialing translations in order to generate a dialable DN to call back.

- The system administrator uses default dialing prefixes to handle normal situations for local, national, international and (if they exist) ESN calls.
- Exceptional situations, such as calls to other area codes that are still considered local calls, use translation tables.

Features that use dialing translations

The following features use dialing translations:

- External CLID
 - For example, CLID collects the caller's number from the switch. MM translates the number and it is announced in a message to you with the prefixes included, ready to dial out.

Default dialing prefixes and local system defaults

Introduction

There are two levels to the translation process. The first level involves dialing translation defaults, which include default dialing prefixes and local system defaults. Both are used only under normal dialing conditions.

Default dialing prefixes

The system administrator must define four default dialing prefixes:

- local
- long distance
- international
- ESN

These prefixes are the dialing digits that are used to dial out of the switch to place local, long distance, international, and ESN calls using either the public network, the ESN network, or a combination of both.

Meridian Mail Compact Option uses these prefixes to generate a DN that is understandable to the switch.

Local dialing prefix

This is the prefix that is used by the system to dial out of the switch and access the public network or a private network in order to place a local call.

Format

The prefix you enter will depend on whether you use a private network or a public network to place local calls. Typical examples of network dialing prefixes are 9 or 8 to access the public network.

To access a private ESN network is a little more complicated. You would typically dial 6 plus the digits needed to make a national call to the same local site, that is, 1 in North America.

For instance, the area/city code of Manhattan is 212, so the prefix would be 61212.

Long distance dialing prefix

This is the prefix that is used by the system to dial out of the switch and access the public network or a private network in order to place a long distance call.

Format

The prefix you enter will depend on whether you use a private network or a public network to place long distance calls.

Typical examples of long distance dialing prefixes are 91 or 81 in North America, or 90 or 80 in Germany, to access the public network, or 6 to access a private ESN network.

International dialing prefix

This is the prefix that is used by the system to dial out of the switch and access the public network or a private network in order to place an international call.

Format

The prefix you enter will depend on whether you use a private network or a public network to place international calls.

Typical examples of international dialing prefixes in North America are 9011 or 8011 to access the public network, or 6011 to access a private ESN network.

An international dialing prefix in England, for example, is 900.

ESN dialing prefix

This is the prefix that is used by the system to access the private ESN network.

Local system defaults

Local system defaults identify the country and the area/city codes of the switch connected to your Meridian Mail Compact Option.

You will fill out these fields to inform Meridian Mail Compact Option of its location within the public network. This

information is used by dialing translations to determine how to translate a number.

Country code

Identify the country code for your system. (For instance, it is 1 for the U.S.A. and Canada. It is 44 for England, 61 for Austria, and 86 for China.)

**Local system
defaults, cont'd****Area/city code**

Identify the area/city code for the local system.

The term “area/city code” is used to define either area code or city code. The two terms are used interchangeably.

Countries that use city codes should use this field for city codes, and countries that use area codes should use the field for area codes. However, if a country uses *both* area and city code for its dialing plan, the field should be used for *either* the area or city codes for the site in which the Meridian Mail Compact Option is located.

When default dialing translations defaults are required

Description

The dialing translation defaults must be filled in before features like External CLID can be used.

The dialing translation defaults consist of

- default dialing prefixes

This is where you specify the network access codes that are used by your system for placing local calls, long distance calls, international calls and ESN calls. These prefixes are needed to generate dialable DNs from

- numbers of external callers who left messages with users on your system

- local system defaults

This is where you enter the country code and the area/city code of your Meridian Mail Compact Option site. These codes are used to determine if the country or area/city code entered by a caller needs to be stripped out.

Translation tables

Concept

Translation tables are the second level of the translation process, after the dialing translation defaults.

These tables handle certain dialing exceptions that may not arise in your system. Therefore, translation tables will not be required by all systems.

For example, in a normal local dialing scenario, the area/city code (in North America, it is called the Numbering Plan Area or NPA) of the calling site is the same as the called site. A call in this situation would be handled by the dialing defaults.

However, there may be a dialing scenario where the area/city codes are different but the call is still considered local. A translation table would have to handle this case in order to determine that the call in question could be handled as local rather than as long distance.

The exceptional cases that require translation tables are outlined in [“When translation tables are required” on page 16-12.](#)

Restriction/ permission lists

Meridian Mail Compact Option applies translation tables before checking restriction/permission lists.

If a translation table is not set up for this exceptional dialing scenario, the system will assume that the callback number is long distance (because the area/city code is different from the local site) and Meridian Mail Compact Option will not place the call (since the restriction/permission list does not allow delivery to long distance numbers).

When translation tables are required

Description Translation tables need only be defined if

1. some calls placed to the same area/city code as the local site are dialed differently than local (for example, long distance)
2. calls placed to different area codes are not dialled long distance

For example, if calls to some numbers in an area/city code are long distance, while calls to other numbers in that same area/city code are local, a translation table would be used to determine dialable DNs. This situation is normally dictated by the dialing plan of the local public network.

Translation tables for four exemplary cases If any of the following situations occur in your system, you will have to define a translation table for each area/city code.

Type of dialing	To what area/city code?	Is the area/city code required in the DN?
Local dialing	Different	Required
Local dialing	Different	Not required
Long distance dialing	Same	Required
Long distance dialing	Same	Not required

In all other dialing scenarios (such as long distance dialing to a different area/city code and local dialing to the same area/city code), the network dialing prefixes are used instead.

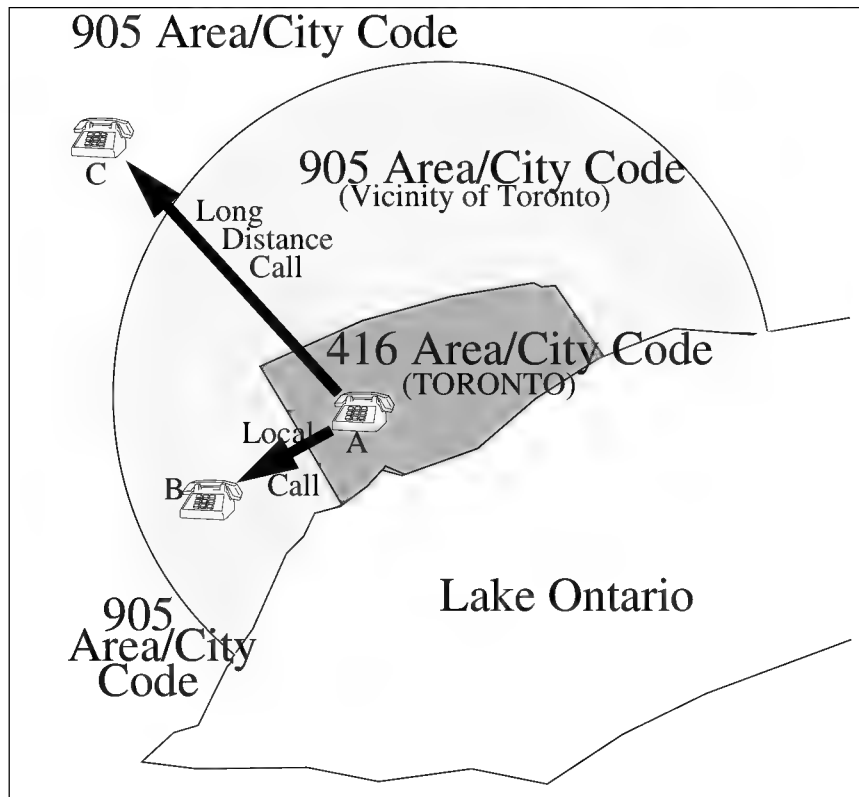
Example 1 For example, if a neighboring area code (905) contains both local and long-distance numbers, and a call to a local number in the 905 area needs a different number format than a call to a

Example 1 (cont'd)

long-distance number in the 905 area, at least one translation table will be required.

The table determines on the basis of the local prefix which calls are local, and which are long distance.

Consider the following example which shows the dialing plan of Toronto, Ontario, Canada.



You can see that both local (A→B) and long-distance (A→C) dialing is used depending on the location of the destination call.

A translation table must be defined to tell Meridian Mail Compact Option which 905 numbers must be dialed as long distance and which ones must be dialed as local.

Section B **How dialing translations work**

In this section

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Overview

Introduction

The dialing translation process occurs in three stages:

- input to the translation process (how DN digits are collected)
- the translation itself (how the collected DN is translated)
- output from the translation process (what happens to the translated DN)

This section will discuss each stage.

How Meridian Mail Compact Option collects digits

Description

The format in which Meridian Mail Compact Option requires a DN depends on the feature using dialing translations.

The three features using dialing translations are

- External Calling Line Identification (External CLID)

The following descriptions explain how each feature collects digits for translation.

External CLID

External CLID collects digits from the switch. When an external caller calls a user at the local system and leaves a message for the local user, the caller's number is passed to Meridian Mail Compact Option by the switch. The *type* of this number (national, international, ESN, and so on) is also passed to Meridian Mail Compact Option from the switch.

In order to make this number dialable, the External CLID feature translates the number to a dialable format using dialing translations. The type of translation depends on the number type received from the switch.

Suggestions for CLID

This feature must set the translation of the unknown calling number type to one of the following: local, long distance, international, or ESN. It means that the system administrator must be confident that all the unknown incoming calls are the same type (because all the unknown calls will be translated as though they were the same type).

If those unknown calls are of more than one type, the system administrator must either decide not to translate the number (to treat it as dialed), or not to collect the unknown numbers.

How dialing translations translate numbers

Introduction

Once the number has been captured (as explained in the previous section), dialing translations is applied to it.

The following flowcharts illustrate the way in which the translation is achieved by individual type.

Five translation types are available:

- international
- national
- local
- ESN
- dial-as-entered

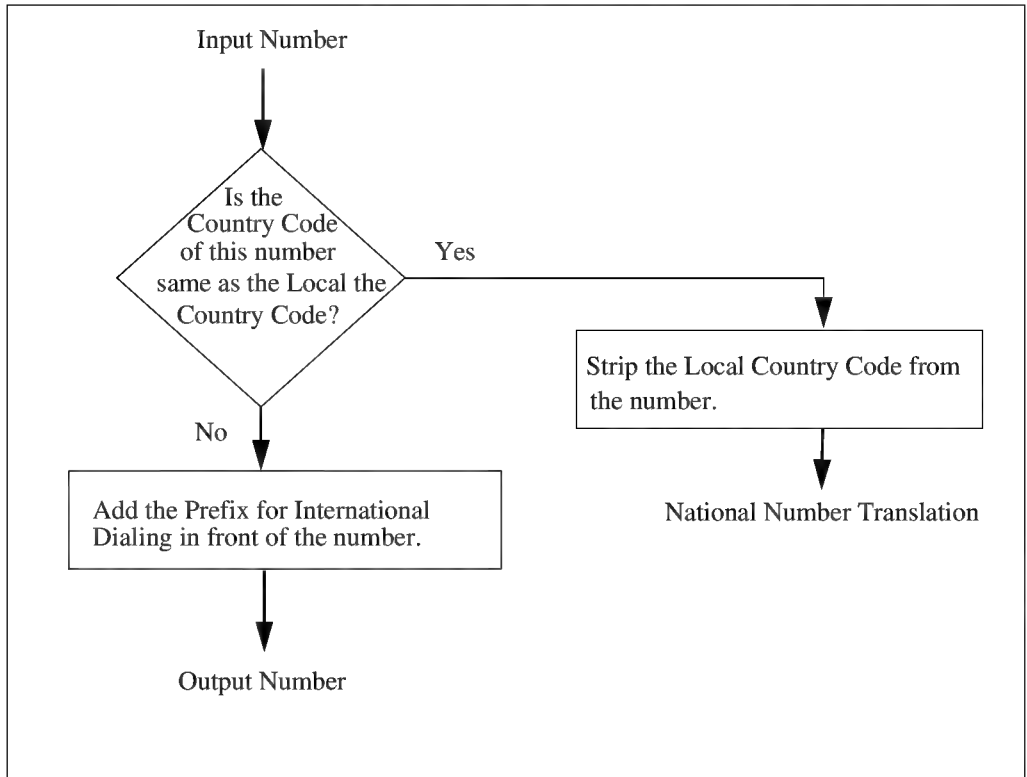
The translation type used depends on the type of number collected by the External CLID features. For instance, an international number will undergo an international translation, and so on.

International number translation

An international number is always in the format of

- country code + national significant number

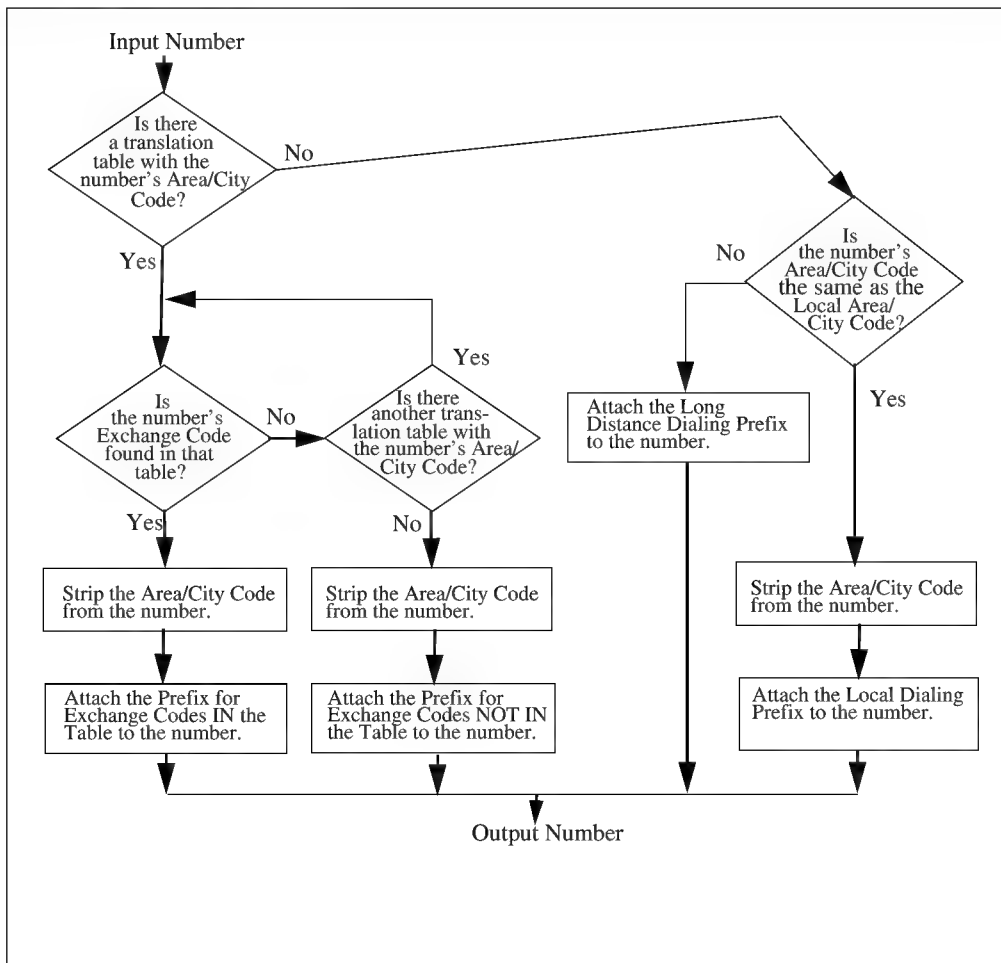
It is translated in the following manner:

**National number translation**

A national number is always in the format:

- area/city code + exchange code + station number

It is translated in the following manner:

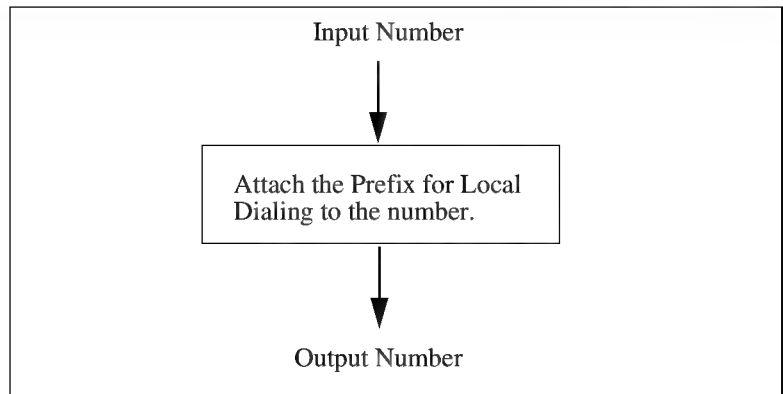


Local number translation

The local number is always in the format:

- Local subscriber number (*without* country code or area/city code)

The translation proceeds as follows:

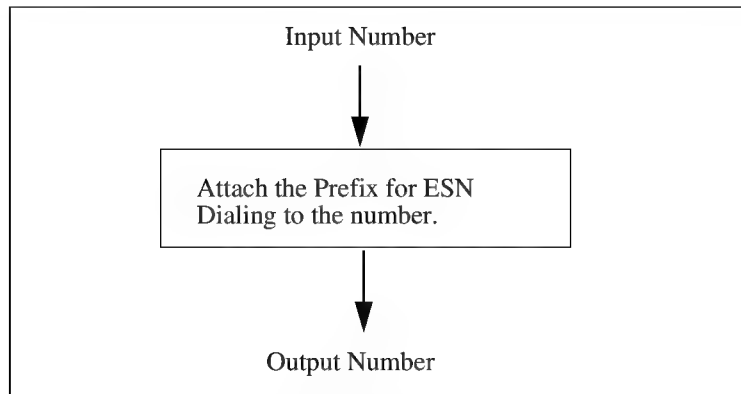
**ESN number translation**

The ESN number can be in one of the following formats:

- a number on the ESN network
 - for example, 444-1000
where 444 is the location code of the ESN switch, and 1000 is the DN at the ESN location.
- any number dialable via the ESN network
 - for example, 1-212-555-1234
where the entire number can be dialed via the ESN network by adding the prefix for ESN dialing in front of it.

ESN number translation, cont'd

In both cases, the translation proceeds as follows:



**Dial-as-Entered
translation**

The dial-as-entered number is always in the format:

- Any string of digits

A dial-as-entered number is *not* translated. The number is assumed to be dialable exactly as it is specified (that is, containing all required prefixes and codes).

How Meridian Mail Compact Option uses the dialable number

Introduction

Once the number is translated, it is returned to the feature that required the translation.

External CLID

In External CLID, the translated number is used for

- call sender
The user places a call to the number.
- announcing the sender's number
In the message header, or when the user uses call sender, or call reply.

When the user listens to a message from an external caller, the user will hear:

- “From phone number: <digits>”
where “digits” is the translated number.

When the user requests a reply or call-sender to the caller, the number will be announced. When the user requests call sender, this translated number will be dialed so that the caller who left the number can be reached.

Note: Before being dialed, the number will also be checked against the restriction/permission list. Call sender will only continue if the number passes this check (that is, it is not restricted.)

Section C **Setting up network dialing prefixes and local defaults**

In this section

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Overview

Introduction

This section explains how to set up and maintain dialing translation defaults for your system.

In addition to explanatory concepts and procedures, there are sample datafills to which you may compare your system and a worksheet to help you plan your dialing translations.

Worksheet for default dialing prefixes and local system defaults

Worksheet

You can use the following worksheet to plan default dialing prefixes and local system defaults.

Dialing Translation Defaults worksheet

Default Dialing Prefixes

Local Dialing: _____

Long Distance Dialing: _____

International Dialing: _____

ESN Dialing: _____

Local System Defaults

Local Country Code: _____

Local Area/City Code: _____

Dialing translation defaults screen

Introduction

When you are ready to configure the default dialing prefixes and the local system defaults, you will need to access the dialing translation defaults.

The screen

The following shows an example of the Dialing Translation Defaults screen.

The screenshot shows a terminal window titled "Dialing Translation". Inside, the "Dialing Translation Defaults" section is active. It lists "Default Dialing Prefixes" with values for Local Dialing (9), Long Distance Dialing (91), International Dialing (9011), and ESN Dialing (6). The "Local System Defaults" section shows Local Country Code (1) and Local Area/City Code (416). A checkbox for "Capture External CLID with Unknown Format" is set to "No". At the bottom, a "Select a softkey >" prompt is followed by five buttons: "Save", "Cancel", and three unlabeled buttons.

Dialing Translation Defaults	
Default Dialing Prefixes	
Local Dialing:	9
Long Distance Dialing:	91
International Dialing:	9011
ESN Dialing:	6
Local System Defaults	
Local Country Code:	1
Local Area/City Code:	416
Capture External CLID with Unknown Format:	☐ No ☐ Yes

Select a softkey >

Save Cancel [] [] []

Field descriptions

The following table describes the fields in the Dialing Translation Defaults screen.

Local Dialing

Description	This field specifies the prefix needed in front of a number when dialing it (and the number dialed is in the same area/city as the Meridian Mail Compact Option system).
Minimum length	0 (zero characters)
Maximum length	10 characters
Valid characters	0-9, * (where * is a pause)

Long Distance Dialing

Description	This field specifies the prefix used for long-distance dialing of public network numbers. Meridian Mail Compact Option places this prefix in front on long distance DNs before placing a call (for example, National numbers with a different area/city code)
Minimum length	Zero characters
Maximum length	10 characters
Valid characters	0-9, * (* is a 3-second pause)

International Dialing

Description	This field specifies the prefix used for international dialing of public network numbers. Meridian Mail Compact Option places this prefix in front of international DNs (for example, DNs with a different country code)
-------------	--

Minimum length	Zero characters
Maximum length	10 characters
Valid characters	0-9, * (* is a 3-second pause)

ESN Dialing

Description	This field specifies the prefix that needs to be attached to a number to access the ESN network. Meridian Mail Compact Option places this prefix in front of ESN DNs.
Minimum length	Zero characters
Maximum length	Three characters
Valid characters	0-9, * (* is a 3-second pause)

Local Country Code

Description	This field defines the country code of the local system.
Minimum length	Zero characters
Maximum length	Four characters
Valid characters	0-9, * (* is a 3-second pause)

Local Area/City Code

Description	This field defines the area/city code of the local system.
Minimum length	0

Maximum length	Eight characters
----------------	------------------

Valid characters	0-9
------------------	-----

Capture External CLID with Unknown Format

Description	This field specifies whether to capture an external caller's number (External CLID) if that caller's format is unknown. This capability may be necessary in the case where the numbers received by Meridian Mail Compact Option from the switch are in an unknown format.
-------------	---

Default	No
---------	----

Feature dependency	This field appears only on systems with either AML or DIAL.
--------------------	---

Default Translation for CLID with Unknown Format

Description	This field specifies how the external caller's number (External CLID) of unknown type is translated if it is captured. Setting this field to Local, National, International, or ESN results in the External CLID being translated as though the DN were Local, National, International, or ESN, respectively.
-------------	---

Default	None (that is, no translation is performed on the number)
---------	---

Field status	This field appears only if Capture External CLID with Unknown Format is set to "Yes."
--------------	---

Configuring the default dialing prefixes and local system defaults

Introduction

Once you have identified the ways that your system makes external calls through a private or public network, or a combination of both, you are ready to configure your dialing translation defaults which include the default dialing prefixes and the local system defaults.

Procedure

To configure the default dialing prefixes and the local system defaults, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Choose General Administration.
Result: The General Administration menu is displayed.
- 2 Choose Dialing Translation.
Result: The Dialing Translation menu is displayed.
- 3 Choose Dialing Translation Defaults.
Result: The Dialing Translation Defaults screen is displayed.
- 4 Define the Prefix for Local Dialing.
Note: For more information, see ["Field descriptions" on page 16-30](#).
- 5 Define the Prefix for Long Distance Dialing.
Note: For more information, see ["Field descriptions" on page 16-30](#).
- 6 Define the Prefix for International Dialing.
Note: For more information, see ["Field descriptions" on page 16-30](#).

Step Action

- 7 Define the Prefix for ESN Dialing.

IF your system is	THEN
connected to an ESN network	define the prefix.
not connected to an ESN network	leave the field blank.

Note: For more information, see ["Field descriptions" on page 16-30.](#)

- 8 Define the local Country Code.

Note: For more information, see ["Field descriptions" on page 16-30.](#)

- 9 Define the local Area/City Code.

IF	THEN
your Mail system is located in an area code	enter that area code.
your Mail system is located in a city code	enter that city code.
your country does not have either area or city codes	leave this field blank.

Note: For more information, see ["Field descriptions" on page 16-30.](#)

Step Action

- 10 Do you want to capture that are of an unknown type?
- If yes, set the “Capture External CLID with Unknown Format” field to Yes.
 - If no, set the “Capture External CLID with Unknown Format” field to No. Go to [step 12](#).
- 11 Set the “Default Translation for CLID with Unknown Format” field so that all numbers with an unknown call type will be translated as though they were all of one format.

IF all numbers of unknown format are	THEN set the field to
international	International.
national	National.
ESN	ESN.
not to be translated	None.
of various different formats	Nothing. Do not use this field. Return to step 10 , and select No.

- 12 Do you want to save the screen?
- If yes, press the [Save] softkey.
 - If no, press the [Cancel] softkey.
-

Sample datafills for dialing translation defaults

Introduction

You may compare the following sample datafills of dialing translation defaults to handle different methods of dialing (private versus public network).

Defaults screen for North America

The screen below illustrates a standard dialing plan situation in Toronto, Ontario, Canada, where the country code is 1 and the area code is 416. In this example, the digit 6 accesses the ESN network.

Dialing Translation	
Dialing Translation Defaults	
Default Dialing Prefixes	
Local Dialing:	<u>9</u>
Long Distance Dialing:	<u>91</u>
International Dialing:	<u>9011</u>
ESN Dialing:	<u>6</u>
Local System Defaults	
Local Country Code:	<u>1</u>
Local Area/City Code:	<u>416</u>
Capture External CLID with Unknown Format:	☒ No ☐ Yes
Select a softkey >	
Save	Cancel

All ESN screen

If your system makes all calls though a private network, then your network dialing prefixes would all begin with the access to the ESN network. In this example, the digit 6 accesses the ESN network and 61 is used to access the public network.

Dialing Translation	
Dialing Translation Defaults	
Default Dialing Prefixes	
Local Dialing:	<u>61509</u>
Long Distance Dialing:	<u>61</u>
International Dialing:	<u>6011</u>
ESN Dialing:	<u>6</u>
Local System Defaults	
Local Country Code:	<u>1</u>
Local Area/City Code:	<u>509</u>
Capture External CLID with Unknown Format: ☒ Yes	
Select a softkey >	
Save	Cancel

Mixture of ESN and public screen

If your system makes calls through a combination of private and public networks, then you may use a combination of access prefixes.

This example illustrates the datafill for a system in which the local calls are dialed on the public network, but long distance and international calls are dialed on the ESN network.

Dialing Translation	
Dialing Translation Defaults	
Default Dialing Prefixes	
Local Dialing:	9
Long Distance Dialing:	6
International Dialing:	6011
ESN Dialing:	6
Local System Defaults	
Local Country Code:	1
Local Area/City Code:	416
Capture External CLID with Unknown Format: ☒ Yes	
Select a softkey >	
Save	Cancel

Section D **Setting up translation tables**

In this section

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Overview

Introduction

This section guides the system administrator through all aspects of translation tables.

Firstly, this section explains and illustrates the differences between normal dialing scenarios (ones that do not require translation tables) and exceptional dialing scenarios (ones that require translation tables.) In so doing, this section demonstrates when translation tables are needed.

Secondly, this section explains in detail some of the exceptional dialing scenarios to provide you with a better idea of what each scenario is, how to handle each one, and how to handle any other exceptions that may occur.

Finally, this section contains procedures for adding, modifying, and deleting translation tables on the Meridian Mail Compact Option, as well as field descriptions for those tables.

Identifying translation table requirements

Introduction

Not all systems require translation tables, so you must first identify if there is a need for a table on your system.

If the following cases are the only local and long distance scenarios that take place, you will not have to create any translation tables. Meridian Mail Compact Option will use the prefixes that are defined in the Dialing Translation Defaults screen to perform all the translations required.

Normal dialing cases

All DN's with the same area/city code as the local site are treated as local calls.

All DN's with a different area/city code to the local site, are treated as long-distance.

Meridian Mail Compact Option assumes that all the numbers in the local area/city code are dialed with the local dialing prefix and *without* the local area/city code (in other words, with a format such as 9-xxx-xxxx).

Meridian Mail Compact Option also assumes that all numbers in area/cities other than the local area/city are dialed with the long distance dialing prefix and with the area/city code of the number (in other words, with a format such as 6 [xxx]-xxx-xxxx).

If these two statements are true for your system, you do not need to define any translation tables. Otherwise, if either or both of these statements are not always true for your system, then translation tables will have to be defined for the exceptional cases.

Dialing cases requiring translation tables

The following table shows examples of the exceptional dialing scenarios that require translation tables.

Case	Is area/city code in called DN same as or different than the local site's area/city code?	Called Area Is	DN Format needs to be
1	Different	Local	Local dialing prefix + area/city code + local number
2	Different	Local	Local dialing prefix + local number
3	Same	Long Distance	Long distance dialing prefix + area/city code + local number
4	Same	Long Distance	Long distance dialing prefix + local number

Cases 1 and 2**Local dialing to another area/city code**

For cases 1 and 2, you need to define those instances in which calls to certain exchanges in *another* area/city code (other than your system's) are considered local.

These are exceptional scenarios and require translation tables.

In the translation table, specify either the exchange codes to which a call is considered local or the exchange codes to which a call is considered long distance.

Use the method that results in entering the smaller number of exchange codes. For example, if 200 exchange codes in the area/city code are considered local and 12 are long distance, enter the 12 exchange codes to which dialing is considered long distance.

Cases 3 and 4**Long distance dialing to the same area/city code**

For cases 3 and 4, define those instances in which a call to certain exchanges in the *same* area/city code as your system's area/city code are considered long distance.

These cases are also exceptional scenarios, and require translation tables. A translation table allows you to define which exchanges in your area/city are considered local and which exchange codes are considered long distance.

In the translation table, enter either the exchange code to which calls are considered long distance or local (depending on which method results in entering the lesser number of exchange codes).

Creating multiple tables

If more than 120 exchange codes are required for one area/city code, create another table for the area/city code. A number of tables that are created for the same area/city code can be considered a "joint" table. If this is the case, the Prefix for exchange codes NOT in the table field must be identical for all tables that are created for the same area/city code.

Other dialing exceptions

Other dialing exceptions may exist, for example, dialing to the local area/city with a local dialing prefix *and* with the local area/city code in the number dialed. You would also need to define translation tables for these exceptions.

Identifying translation tables required on your system

Introduction

A translation table is needed for an area/city code if calls placed from your system to that area/city code are made in one of the ways that are not supported by the dialing translation defaults. (The scenario where defaults alone support dialing translation is described in [“Identifying translation table requirements” on page 16-41.](#))

Area/city code

A translation table is defined for an area/city code. You should have a good idea of the exchange codes and the two prefixes for the table before you define the table.

Exchange codes

You should identify the exchange codes for the translation table before you identify the prefix for the exchange codes in the table and the prefix for the exchange codes not in the table. This is because depending on which exchange codes you define in the table (they may be considered local or long distance), these prefixes will change.

Prefix for exchange codes in the table

For those exchange codes that are defined in the table, this prefix will be used by the system to dial out of the switch and place the call. Therefore, depending on the scenario, this prefix will either be for local dialing or long distance dialing. The prefix is needed to generate a dialable DN that is understood by the switch.

Prefix for exchange codes NOT in the table

For those exchange codes NOT defined in the table (or any other table for this area/city code) that belong to the area code to which the table applies, this prefix will either be for local dialing or long distance dialing. This prefix is needed to generate a dialable DN that is understood by the switch.

Prefixes for exchange codes - North American example

This table illustrates the format of the prefixes for exchange codes in, and NOT in, the translation table of a North American dialing plan. Remember that you can find these same examples in the scenarios described in more detail on the following pages.

Dialing scenario	Prefix for exchange codes in table	Prefix for exchange codes NOT in table
1. Local dialing to a different area/city code (area/city code required in DN) Exchange codes defined in table are considered local Exchange codes defined in table are considered long distance	Y-NPA (9-905) P-NPA (9-1-905)	P-NPA (9-1-905) Y-NPA (9-905)
2. Local dialing to a different area/city code (no area/city code) Exchange codes defined in table are considered local Exchange codes defined in table are considered long distance	Y (9) P (9-1)	P (9-1) Y (9)
3. Long distance dialing to same area/city code (area/city code required in dialing) Exchange codes defined in table are considered long distance Exchange codes defined in table are considered local	P-NPA (9-1-214) Y (9)	Y (9) P-NPA (9-1-214)
4. Long distance dialing to same area/city code (area/city code required in dialing) Exchange codes defined in table are considered long distance Exchange codes defined in table are considered local	P (9-1) Y (9)	Y (9) P (9-1)

Dialing scenario	Prefix for exchange codes in table	Prefix for exchange codes NOT in table
• Y is the local dialing prefix (9, 8, or 6). • P is the long distance dialing prefix (91). • NPA is the Numbering Plan Area (area code).		

Translation table worksheet

You can use the following worksheet to plan the exchange codes in your translation table. Remember that each translation table may contain up to 120 exchange codes. A full-size copy of this worksheet can be found in the appendix.

Translation table worksheet

Table ID: _____ **Area/City Code:** _____

Prefix for exchange codes in the table: _____

Prefix for exchange codes NOT in the table: _____

Exchange codes:

_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____

Compiling a list of required translation tables

Step	Action
------	--------

- | | |
|---|--|
| 1 | Does your system need a translation for any of the four exceptional dialing situations? <ul style="list-style-type: none">• If yes, continue with this procedure.• If no, you do not need this procedure. |
| 2 | Select the area code and the two prefixes for exchange codes in, and not in, the translation table. |
| 3 | Fill in the associated exchange codes.
Note: It is recommended that you configure a table that requires fewer exchange codes for the prefix with exchange codes <i>in</i> the table than for the prefix with exchange codes <i>not in</i> the table. |
| 4 | Repeat steps 2 and 3 if there are more exceptional dialing cases requiring a table. |

To prepare the data for translation tables, follow these steps.

Local dialing to a different area/city code (area/city code required)

Introduction

The area/city code of the dialed DN is different from your local system's area/city code, but no long distance charges apply and a local dialing prefix is required *instead* of a long distance prefix. The area/city code is required as part of the dialable DN.

Scenario

This scenario may occur in larger metropolitan areas that are serviced by a number of area codes. For instance, a large city may have two or three area/city codes (like 416 and 905) to cover the entire metropolitan area.

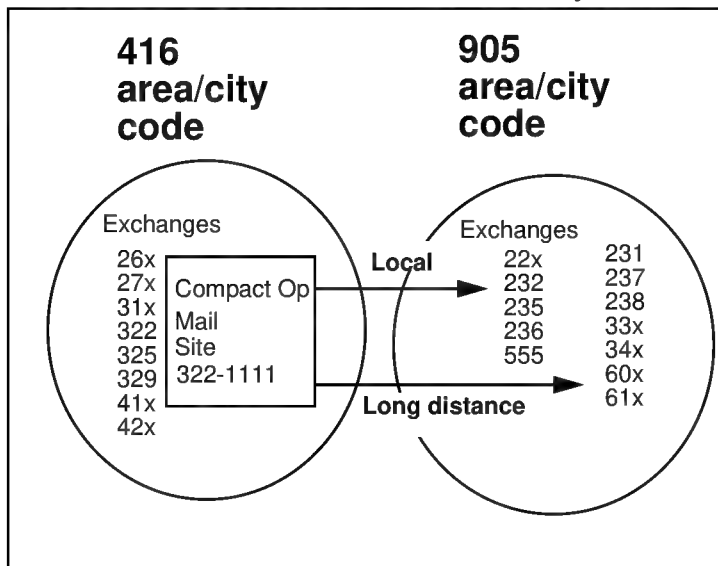
When a call is placed from the 416 area/city code to some exchange codes in the 905 area/city code, the call may be local. However, for other exchanges, the call may be considered long distance. For those exchanges that are considered local, the long distance prefix must not be inserted in the dialed DN.

In this scenario, the area/city code of the dialed DN is different than your local system's area/city code. However, the local dialing prefix must be included in the dialed number, *not* the long distance prefix. (Charges do not apply to certain calls to the destination area/city code, and the long distance dialing prefix need not be used.) The area/city code *must* be part of the dialable DN.

A translation table is required for each area/city code that has *both* local and long distance exchanges, and is dialed from your local system.

Area/city code required for local call

As you can see in the following diagram, in the 905 area code, the exchange codes 22x (which means from 220 to 229), 232, 235, 236, and 555 are local from the 416 area/city code.



Exchanges 231, 237, 238, 33x, 34x, 60x, 61x are all long distance from the 416 area/city code.

Example

Your Meridian Mail Compact Option system is located in area/city code 416. The network dialing prefix is 9 and the long distance prefix is 91. A caller phones your system and leaves a message. The caller's CLID is 9055552121 and the call type is long distance.

If you look at the exchange code diagram above, you will notice that calls to the 555 exchange are considered local. Therefore, if the user presses the call sender command (9) while playing the message, the system will dial 9-905-555-2121, and not 91-905-555-2121.

**Translation table setup
(version 1)**

The screen example on [page 16-51](#) shows the translation table that you would have to create to handle the above scenario. This screen example assumes that the local dialing prefix is 9 and that the long distance dialing prefix is 91.

Screen (version 1)

The following screen illustrates the version 1 translation table.

Dialing Translation			
View/Modify Translation Table			
Table ID	Area/City Code	Prefix for exchange codes in the table	Prefixes for exchange codes NOT in the table
1	905	9905	91905

The following exchange codes are defined:

22	232	235	236	555			
----	-----	-----	-----	-----	--	--	--

Select a softkey >

Save	Cancel			More Fields
------	--------	--	--	-------------

Logic of version 1

This example selects those exchange codes in area/city code 905 that require only a local call to area/city code 416. The example shows that the exchange codes (22x, 232, 235, 236, and 555) are local and, therefore, they are assigned the Prefix for exchange codes in the table.

Any other exchange code will be considered long distance by consequence and will be assigned the long distance prefix (91-905), which is defined in the Prefix for exchange codes NOT in the table field.

**Translation table setup
(version 2)**

You could also define the translation in the inverse manner from version 1. That is, you could define the exchange codes that require the long distance prefix, while the remaining exchange codes would be assigned the local prefix by default.

Screen (version 2)

The following screen illustrates the version 2 translation table.

Dialing Translation						
View/Modify Translation Table						
Table ID	Area/City Code	Prefix for exchange codes in the table	Prefixes for exchange codes NOT in the table			
2	905	91905	9905			
The following exchange codes are defined:						
231	237	238	33	34	60	61
Select a softkey >						
Save		Cancel				More Fields

Logic of version 2

The exchange codes that are long distance within the 905 area/city code are explicitly defined in the table instead of the local codes. (Note that the two prefixes for exchange codes in the table and exchange codes NOT in the table fields are reversed from version 1).

Hint for planning translation tables

The way in which you define the table will depend on how many exchange codes within the area/city code are considered local and how many are considered long distance. If, for example, 100 exchange codes in the 905 area/city code are long distance and ten are local, the version 1 translation table would be easier to create since you would have to define only ten codes. However, if there were more local exchange codes than long distance codes, you would create a table similar to that in version 2.

Local dialing to a different area/city code (no area/city code required)

Introduction

This scenario is almost identical to the first scenario because there is local dialing from one area/city code to a different area/city code. However, the difference is that no area/city code is required in the dialable DN. Using the example from [page 16-49](#), the dialable DN would be 9-555-2121 instead of 9-905-555-2121.

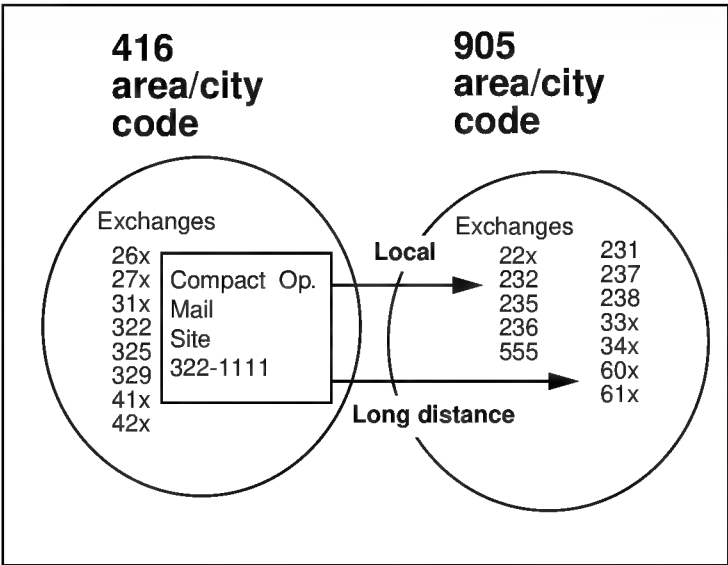
Scenario

This situation may occur if, for example, a metropolitan area is in the process of adopting a new area code in which certain exchanges will be considered local (as described in the previous example).

Therefore, in the exchange code diagram that follows, the first column of exchange codes in the 905 area code are local if dialed from the 416 area code. In order to make the transition easier for people in the area, the service provider will allow calls to the local exchanges in the 905 area code to be placed without the area/city code since this is what people are accustomed to dialing. However, after a certain specified date (when the phone company ends the transition period), the new area code will have to be entered and the translation table prefixes updated (to those in the previous example).

Area/city code not required for local call

This diagram shows the same relationship between 416 and 905 area/city codes as in the previous example except that this time an area/city code is not required to make a local or a long distance call.



Example

If you had to create a translation table to handle the instance in the exchange code diagram above (which does not require area/city codes in a dialable DN), it would look like the View/Modify Translation Table screen that follows.

**Translation Table
screen—different area/
city code**

This example assumes that the default translation prefix for local calls is 9 and for long distance calls is 91.

Dialing Translation			
View/Modify Translation Table			
Table ID	Area/City Code	Prefix for exchange codes in the table	Prefixes for exchange codes NOT in the table
1	905	9	91
The following exchange codes are defined:			
22	232	235	236 555
Select a softkey >			
Save	Cancel		More Fields

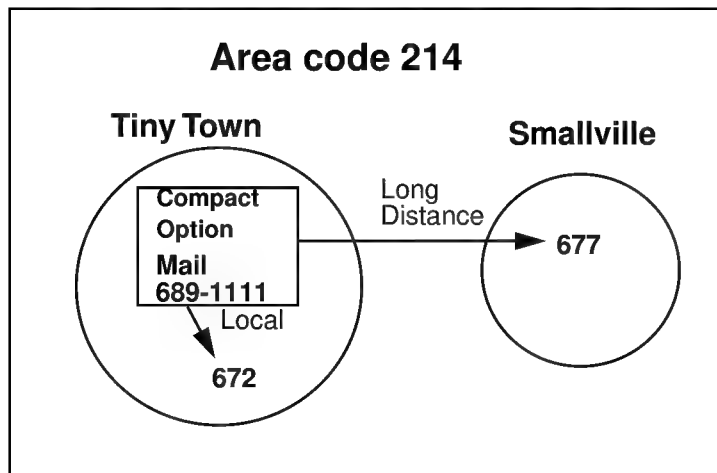
Long distance dialing to the same area/city code (area/city code required)

Introduction

This scenario describes toll call (long distance) dialing within the same area/city code. Calls involve the long distance dialing prefix even though both the calling party and the called party are under the same area code. In this scenario, the area/city code is also required as part of the dialable DN.

Scenario

This sort of dialing scenario may occur when a number of smaller rural areas or towns share an area/city code, yet calls from one town to another are considered long distance.

**Example**

A caller from Smallville calls into the Meridian Mail Compact Option system located in Tiny Town and leaves a message for a user. The CLID associated with the message is 2146771133. Although exchange is in the 214 area code, it is considered a long distance call from tiny town.

When Meridian Mail Compact Option places a call to this number (that is, call sender), Meridian Mail Compact Option must convert the DN to the dialable DN 912146771133, where 91 is the long distance dialing prefix.

Translation table

The following translation table illustrates long distance dialing to the same area/city code where the area/city code is not required to make a dialable DN.

View/Modify Translation Table			
Table ID	Area/City Code	Prefix for exchange codes in the table	Prefixes for exchange codes NOT in the table
5	214	91214	9

The following exchange codes are defined:

677

Select a softkey >

Long distance dialing to the same area/city code (area/city code not required)

Introduction

This scenario is almost identical to the preceding scenario because there is long distance dialing from one area/city code to the same area/city code. The only difference is that no area/city code is required in the dialable DN. Using the previous example, the dialable DN in this case would be 91-677-1133 instead of 91-214-677-1133.

Translation table

The following translation table illustrates long distance dialing to the same area/city code where the area/city code is not required to make a dialable DN.

View/Modify Translation Table			
Table ID	Area/City Code	Prefix for exchange codes in the table	Prefixes for exchange codes NOT in the table
5	214	91214	9

The following exchange codes are defined:

677

Select a softkey >

Save Cancel More Fields

The View/Modify Translation Table screen

Introduction

A translation table is defined on the View/Modify Translation Table screen. This subsection explains this screen and the contents of each field in the screen.

How to access the screen

See [“Configuring translation tables” on page 16-62.](#)

View/Modify Translation Table screen

The following is an example of the View/Modify Translation Table screen.

Dialing Translation

View/Modify Translation Table

Table ID	Area/City Code	Prefix for exchange codes in the table	Prefixes for exchange codes NOT in the table
1	905	9905	91905

The following exchange codes are defined:

427	428	619	684	685	686	687	688
689							

Select a softkey >

Save Cancel More Fields

Field descriptions

The following table describes the fields in the View/Modify Translation Table screen.

Table ID

Description	This field contains the number of the translation table.
-------------	--

Field status	Read-only. There are 15 tables, numbered 1-15. This is the ID of the selected table. This field cannot be changed. (Once the table is deleted, the table ID can be reused.)
--------------	---

Area/City Code

Description	This field contains the area/city code of the translation table. A translation table is defined for an area/city code.
Valid characters	0-9
Valid length	1-8 characters

Prefix for exchange codes in the table

Description	This field contains the prefix used for dialing telephone numbers in the area/city of this table, whose exchange codes are defined in the translation table.
Valid characters	0-9, * (where * means pause)
Valid length	0-12 characters

Prefixes for exchange codes NOT in the table

Description	This field contains the prefix used for dialing telephone numbers in the area/city of this table and whose exchange codes are NOT defined in the translation table. If more than one table is defined for one area/city code, this field is enforced to be the same in every table (so that there is only one set of exchange codes NOT in any table).
Valid characters	0-9, * (where * means pause)
Valid length	0-12 characters

The following exchange codes are defined:

Description	These fields contain the exchange codes defined in the translation table. Up to 120 exchange codes may be defined for one table. (To display more empty rows of exchange codes, press the [More Fields] softkey.)
Valid length	0-8 characters If the length of a given exchange code is 0, then that field is empty.

Configuring translation tables

Procedure

To configure a translation table, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Choose General Administration.
- 2 Choose Dialing Translation.
- 3 Choose Translation Tables.

Result: The Translation Tables screen appears listing the existing and empty tables.

Dialing Translation				
Translation Tables				
Table ID	Area/City Code	Prefix for exchange codes in the table	Prefixes for exchange codes NOT in the table	
1	905	9905	9905	
2	905	91905	9905	
3	214	91214	9	
4	214	91	9	
5	Empty			
6	Empty			
7	Empty			
8	Empty			
9	Empty			
10	Empty			
11	Empty			
12	Empty			
13	Empty			
14	Empty			
15	Empty			

Move the cursor to the item and press the space bar to select.
The Network Database has been updated.

Exit View/Modify Delete

- 4 If you want to add a new table, move the cursor to an empty table. To modify an existing table, move the cursor to that table.
- 5 Press the <Space Bar> to select it.

Step Action

- 6 Press the [View/Modify] softkey.

Result: You are prompted for an area/city code.

View/Modify Translation Table			
Table ID	Area/City Code	Prefix for exchange codes in the table	Prefixes for exchange codes NOT in the table
6	213	_____	_____
The following exchange codes are defined:			
Select a softkey >			
Save Cancel More Fields			

- 7 Enter the area/city code for the translation table that you want to create and press <Return>.

Result: The View/Modify Translation Table screen is displayed.

- 8 Specify the prefix for the exchange codes that are defined in the table. This prefix is applied to DNs entered by callers/users in order to generate the appropriate dialable DN.
- 9 Specify the prefix for exchange codes that are NOT defined in the table. This prefix is applied to DNs entered by callers/users in order to generate the appropriate dialable DN.

Step	Action
------	--------

- | | |
|----|---|
| 10 | <p>Enter the appropriate exchange codes.</p> <p>To display more empty fields, press the [More Fields] softkey. Up to 120 exchange codes can be defined for a table.</p> <p>Note: All entries will be validated to avoid duplication.</p> |
| 11 | <p>Do you want to save the screen?</p> <ul style="list-style-type: none">• If yes, press the [Save] softkey to save the table. <p>Result: The updated Translation Tables screen is displayed.</p> <p>Note: If you run out of exchange code fields for an area/city code, create another table for that area/city code. Return to step 4. The values you enter in the Area/City Code and the Prefix for exchange codes NOT in the table fields of the second table must match those of the first table.</p> <ul style="list-style-type: none">• If no, press the [Cancel] softkey. |
-

Deleting translation tables

Introduction

You can use the following procedure if you want to remove a translation table in its entirety.

Procedure

To delete the data from a translation table, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Choose General Administration.
- 2 Choose Dialing Translation.
- 3 Choose Translation Tables.
- 4 Move the cursor to the (non-empty) table that you want to delete.
- 5 Press <Space Bar> to select it.
- 6 Press the [Delete] softkey.

Result: The Delete Translation Table screen is displayed. All fields in this screen are read-only.

Dialing Translation			
Delete Translation Table			
Table ID	Area/City Code	Prefix for exchange codes in the table	Prefixes for exchange codes NOT in the table
5	416	91416	9
The following exchange codes are defined: 592			
Select a softkey >			
OK to Delete	Cancel		

Step	Action
------	--------

- | | |
|---|---|
| 7 | Do you want to delete the table? <ul style="list-style-type: none">• If yes, press the [OK to Delete] softkey.• If no, press the [Cancel] softkey. |
|---|---|
-

Section E **Sample datafills**

In this section

<u>Overview</u>	<u>16-68</u>
<u>Datafill for countries without area/city codes</u>	<u>16-69</u>
<u>Datafill for a case where the switch handles dialing translation</u>	<u>16-70</u>

Overview

Introduction

This section illustrates two special cases for dialing translation which require a slightly different setup.

The two cases are

- countries without area/city codes in their dialing plans
- the switch is already handling the dialing translations

Datafill for countries without area/city codes

Introduction

Some countries, such as Costa Rica, do not require area/city codes for national calls in their dialing plans.

For example, the following Dialing Translation Defaults screen leaves the area/city code field blank. The other field as defined as usual.

No area/city codes screen

The following shows an example of the Dialing Translation Defaults screen defined for a location without an area/city code.

Dialing Translation

Dialing Translation Defaults

Default Dialing Prefixes

Local Dialing: 9

Long Distance Dialing: 9

International Dialing: 9011

ESN Dialing: 6

Local System Defaults

Local Country Code: 852

Local Area/City Code:

Capture External CLID with Unknown Format: ☒ Yes

Select a softkey >

Save Cancel

Description

When the Local Area/City Code is not entered, the system will treat *all* numbers undergoing translations as having no area/city code.

This eliminates the difference between local and long distance calls, and all national numbers will be treated in the same fashion as local numbers.

Datafill for a case where the switch handles dialing translation

Introduction

In the case where the switch is already set up and used to handle dialing translations, you may choose to *bypass* the definition of any translation tables on Meridian Mail Compact Option.

In order to allow the switch to take over dialing translations, all calls must be handled by the switch.

On the PBX, this can be accomplished using ESN. To implement this, all numbers dialed by the Meridian Mail Compact Option must be in the same format (for example, 6-1-area/city code - local number). The switch will use its ESN software to correctly dial and route the call.

Defaults screen for switch handling translation

The following shows an example of the Dialing Translation Defaults screen with fields set so that the number passed to the switch by Meridian Mail Compact Option is always in the same format so that on-switch dialing translations are used.

Dialing Translation	
Dialing Translation Defaults	
Default Dialing Prefixes	
Local Dialing:	<u>61509</u>
Long Distance Dialing:	<u>61</u>
International Dialing:	<u>6011</u>
ESN Dialing:	<u>6</u>
Local System Defaults	
Local Country Code:	<u>1</u>
Local Area/City Code:	<u>509</u>
Capture External CLID with Unknown Format:	☒ Yes
Select a softkey >	
Save	Cancel

Scenario: Local number

The External CLID feature has been installed on the system and allows the system to recognize the type of a number based on the information received from the switch.

An external caller leaves a message in the Meridian Mail Compact Option user's mailbox. The CLID received is 795 9851, and the switch indicates that this is a local subscriber number.

To reply to this number, the number must be translated by the system as follows:

- Since this is a local subscriber number, the system knows that the number should be dialed for a local call. The system adds the local dialing prefix to the beginning of the number.
- The final number is 6 1 509 795 9851, where 6 1 509 is the added prefix.

Section F **Troubleshooting dialing translations**

In this section

[Overview](#) [16-74](#)

[Diagnosing and tracing problems in a dialing translation](#) [16-75](#)

Overview

Introduction

This section provides you with a procedure to diagnose problems with dialing translations. It should be used in conjunction with the NTP of the feature.

Diagnosing and tracing problems in a dialing translation

Introduction

Dialing translation problems show up as an inability to reach a number specified in the-External CLID services. Diagnosis of such problems is best accomplished by collecting all setup information and then following the flowcharts of the translation process to determine the translated number.

Procedure

To troubleshoot the translation process, follow these steps.

Step	Action
------	--------

- | | |
|---|-----------------------------------|
| 1 | Collect all relevant information. |
|---|-----------------------------------|

Note: This includes the dialing translation defaults and translation table settings.

IF the problem occurred in

External CLID

THEN go to

the External CLID (the caller's number) to which the user listened or to which the user tried to send a message.

- | | |
|---|---|
| 2 | Is the translated number already dialable? <ul style="list-style-type: none">• If yes, go to step 5.• If no, the dialing translation setup is likely incorrect. Continue with the following steps. |
|---|---|

Step Action

- 3 Determine the translated dialable number that was found to be invalid.
- | IF the invalid number used | THEN |
|-----------------------------------|--|
| External CLID | ask the user for the number that is announced by Meridian Mail Compact Option when listening to the message from which the error was reported. |
- 4 Pick a particular scenario that is causing problems and walk through the translation process flowcharts from [page 16-19](#) to [16-22](#) to determine the translated number.
This method will help you determine if the problem is caused by dialing translations.
- 5 If the translated number is dialable on the system, then the problem may not be related to dialing translations. In this case, the problem is likely to be one of the following.
- The External CLID number is restricted in the Meridian Mail Compact Option restriction/permission lists and cannot be dialed.
 - For External CLID, the number that is passed from the switch to Meridian Mail Compact Option may be incorrect. Use the Session Trace feature from the Tools level to determine the number and call type that was received from the switch when the external caller left the user a message in the user's mailbox.
 - For External CLID, refer to the *System Administration Tools Guide* (NTP 555-7001-305.)
 - The agent is restricted in the switch. Check NCOS and FCAS in LD 87.
-

Chapter 17

Routine maintenance

In this chapter

<u>Overview</u>	<u>17-2</u>
<u>Monitoring Meridian Mail Compact Option operation</u>	<u>17-3</u>
<u>Monitoring Meridian Mail Compact Option hardware</u>	<u>17-5</u>
<u>Backing up the system</u>	<u>17-7</u>
<u>Cleaning the tape drive</u>	<u>17-9</u>

Overview

Introduction

This chapter identifies the routine maintenance tasks recommended for optimum operation of your Meridian Mail Compact Option system. It then refers you to the chapters or manuals that contain the information and procedures you need to perform these tasks.

Purpose

These tasks are carried out regularly to ensure efficient operation of your system and to anticipate future capacity needs or necessary services available to users.

Monitoring Meridian Mail Compact Option operation

Introduction

Operational Measurement (OM) reports enable you to monitor your system usage. You can study which features are being used on your system and how heavily they are being used.

OM reports can reveal potential technical problems with your system, such as low disk space (which affects the ability of the Meridian Mail Compact Option system to store messages and perform its functions).

Operational measurements

The following provides an overview of OM reports.

OM traffic reports

The OM traffic reports show both how the system is being used and how much the system is being used. That is, they identify the number of calls processed, and the number of times a user logs in to Meridian Mail Compact Option or accesses particular features. If a feature is not being used, this may indicate that users are not aware of it or do not know how to use it. It may also reveal that the feature is not required.

These reports also help you to ensure the security of your system. If certain features are being accessed frequently during off-hours, this may indicate that hackers are attempting to use your system to place unauthorized long distance calls.

OM user usage reports

The OM user usage reports monitor how specific users employ features such as Voice Messaging or networking, if they are installed.

User usage reports display daily summary statistics about each user, including the following:

- the number of times a user has logged on

**Operational
Measurements, cont'd**

- the number and total length of times that callers have connected to a user's mailbox
- the number and total length of messages created and received
- the disk space used by the user's messages and greetings

Disk Usage Detail report

This report shows the voice space used on a disk volume. If the voice space is consistently greater than your disk usage warning level, then disk space is getting low, and you should take steps to reduce the voice space used.

Channel Usage Detail report

This report shows the number of calls and voice mail usage per channel. If the number of calls is high or the average message length is exceptionally long, the channels may be too busy to handle all incoming calls. As a result, users may not be able to access the Meridian Mail Compact Option system.

Frequency

Check the performance of your Meridian Mail Compact Option system periodically to ensure that efficient use is made of the voice services provided on your system.

Procedure

For information and procedures required for monitoring the operation of your Meridian Mail Compact Option system, see Chapter 29, "Operational Measurements".

For information and procedures required for helping to ensure the security of your Meridian Mail Compact Option system, see Chapter 6, "Setting up Meridian Mail Compact Option security".

Monitoring Meridian Mail Compact Option hardware

Introduction

The System Status and Maintenance menu provides monitoring and control screens through which you obtain views of the operational state of the system at four levels:

- system status
- card status
- DSP port status
- disk status

Description

The System Status and Maintenance functions are used in the course of routine maintenance and enable you to take any component of the system out of service while performing maintenance. A component can be taken out of service by disabling it (forcing it out of its operational state), or by performing a courtesy disable, which progressively disables active DSP ports as they become idle. The Courtesy Disable feature avoids any disruption of calls in progress.

What to check

The System Status and Maintenance menu provides options for viewing the system status, card status, and DSP port and disk status. From this menu, you can also manipulate the Channel Allocation Table, perform Disk Maintenance, and view System Event and Error Reports.

The Hardware Administration screens allow you to view the contents of the hardware database in your Meridian Mail Compact Option system. The hardware database is a system utility that maintains a current listing and description of all nodes, cards, and ports in your system.

Modifying the hardware database

To modify the hardware database, you must use the “modify hardware” tool. Refer to *Meridian Mail System Administration Tools* (NTP 555-7001-305).

Frequency	Check the operation of Meridian Mail Compact Option hardware periodically and when a problem is reported by the system.
Procedure	For information and procedures required for checking the operation of your Meridian Mail Compact Option hardware, see Chapter 26, "Hardware administration" and see Chapter 27, "System status and maintenance".

Backing up the system

Introduction

If a disk drive fails, the system can be restored to a working state by copying the data back from tape onto a replacement disk. Backup copies of the system data are fundamental to restoring the system with as little disruption and data loss as possible.

Backups to tape

All Meridian Mail Compact Option systems have a tape drive capable of reading and writing industry-standard quarter-inch data cartridges (QIC). Backups to tape can be either full or partial. You can also selectively back up users or services to tape, or both.

Scheduling a backup

Schedule backups for a time when your system is relatively quiet or outside the regular business hours for your organization. Do not back up the system if it is operating above 50 percent of the rated capacity or between the hours of 1:00 a.m. and 5:00 a.m., since important system audits take place during these hours. These audits are activated automatically at the same time every day and ensure the continued operation of your system. Do not schedule a backup if more than one tape is required for it unless you are going to be available to switch tapes when you are prompted to do so.

Frequency

Back up your system on a regular schedule. You can set the frequency as daily, weekly, or monthly in the Schedule Backup screen under the General Administration menu. You should also back up your system whenever you make changes to it.

Procedure

For information and procedures required for backing up your Meridian Mail Compact Option system, [see Chapter 15, "Back up and restore Meridian Mail Compact Option data"](#).

Cleaning the tape drive

Introduction

As occurs with any high-capacity removable media such as tapes or floppy drives, debris collects on the tape heads each time a tape drive is used. If too much debris collects, the tape drive is unable to write or read data correctly, and the tape head must be cleaned.

Frequency

Most tape drive manufacturers recommend cleaning the tape heads after a brand-new tape has been used for the first time, and after every eight hours of tape drive operation. If media (parity) errors occur when reading or writing tapes, it is an indication of either a faulty tape or dirty tape heads.

Procedure

For information and procedures required for cleaning your tape drive, refer to the *Option 11C Compact Planning, Installation and Fault Clearing Guide* (NTP 553-3121-210).

Chapter 18

Voice administration—an overview

In this chapter

[Voice Administration](#)

[18-2](#)

Voice Administration

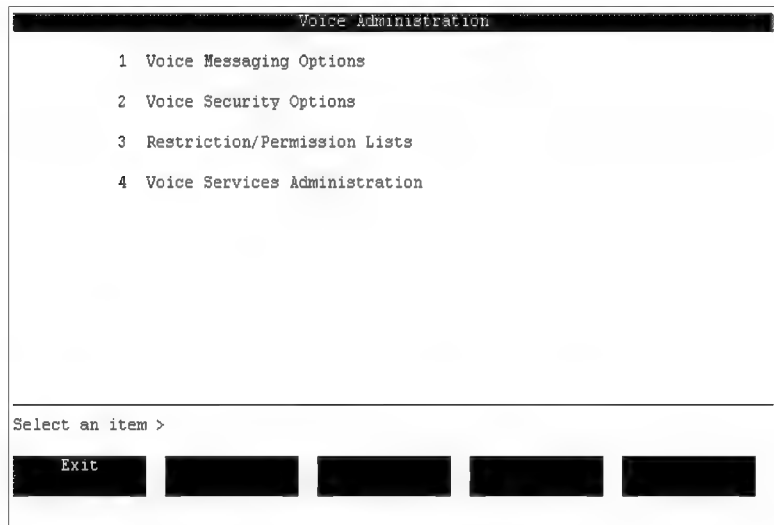
Introduction

This chapter describes the use of the Voice Administration menu and the related chapters.

Voice administration comprises all facilities related to processing voice information. These facilities offer a range of functions from the playback of a recorded announcement to the automated attendant service.

The Voice Administration menu

When you select Voice Administration from the main menu, the following screen appears.



Voice Messaging Options

Voice Messaging Options determine the general characteristics of the voice messaging service.

Voice Security Options

Voice Security Options allow you to control the level of security and access provided to Meridian Mail Compact Option users.

**Restriction/
Permission Lists**

The Restriction/Permission Lists option allow you to set up the restriction/permission codes to be used by your system. These codes are applied to various features and are intended to protect your system by preventing users and callers from placing unauthorized calls while connected to your Meridian Mail Compact Option system.

**Voice Services
Administration**

The Voice Services Administration option allows you to

- add service DNs to the system and maintain existing DN information
- create a Voice Services profile
- create and maintain services such as
 - Announcements
 - Thru-Dial services
 - Voice Menus
 - Time-of-Day controllers

These services offer a range of functions from the simple playback of a recorded announcement to the more sophisticated voice menus which allow callers to make choices by pressing keys on their telephone keypads.

Related chapters

The following table describes which chapter or document you should refer to when using one of the Voice Administration menu options.

For the following option	See
Voice Messaging Options	Chapter 19, "Voice messaging options"
Voice Security Options	Chapter 6, "Setting up Meridian Mail Compact Option security"
Restriction/Permission Lists	Section H: Restriction/Permission lists in Chapter 6, "Setting up Meridian Mail Compact Option security"
Voice Services Administration	Chapter 20, "Display options"

Related information**Display options**

The [Display Options] softkey is available from Voice Services Administration. The Display Options screen allows you to customize the Voice Services Administration screens.

[See Chapter 20, "Display options".](#)

Finding VSDNs and services

Within Voice Administration, you can use the find function to find a specific VSDN or voice service, or a subset of VSDNs or voice services.

[See Chapter 21, "Finding and printing VSDNs and service definitions".](#)

Configuring Meridian Mail Compact Option services

Configuring Meridian Mail Compact Option services involves setup on the Option11C Compact and in Meridian Mail Compact Option.

For information about how to configure the Option11C Compact to support Meridian Mail Compact Option services, [see Chapter 22, "Configuring Meridian Mail Compact Option services".](#)

Chapter 19

Voice messaging options

In this chapter

<u>Section A: Introduction</u>	<u>19-3</u>
<u>Section B: Languages on multilingual systems</u>	<u>19-9</u>
<u>Section C: Customizing recordings</u>	<u>19-25</u>
<u>Section D: Defining operational characteristics for voice messaging</u>	<u>19-31</u>

Section A **Introduction**

In this section

<u>Overview</u>	<u>19-4</u>
<u>Accessing the Voice Messaging Options screen</u>	<u>19-5</u>
<u>The Voice Messaging Options screen</u>	<u>19-6</u>
<u>Defining voice messaging options</u>	<u>19-8</u>

Overview

Introduction	Setting up voice messaging options for your system involves the following tasks.
Setting up languages	If you have more than one language installed, you must set up certain language parameters. This is described in Section B .
Customizing recordings	You can customize the following recording: • the call answering greeting This is described in Section C.
Enabling features	You can enable/disable certain voice messaging features such as timed delivery, name dialing/name addressing, and external call sender. This is described in Section D .
Setting up the broadcast mailbox	The broadcast mailbox is set up in the Voice Messaging Options screen. This involves assigning a mailbox number and recording a personal verification (the verification is optional). This is described in Section D .
Defining operational characteristics	You can define operational characteristics for voice messaging such as • the maximum number of days that read messages are kept before being deleted • whether a warning message is played to users when their mailbox is almost full, and when this message is played • the billing DN This is described in Section D.

Accessing the Voice Messaging Options screen

Introduction

All of the procedures in this chapter are carried out in the Voice Messaging Options screen. Use this procedure to access this screen.

Procedure

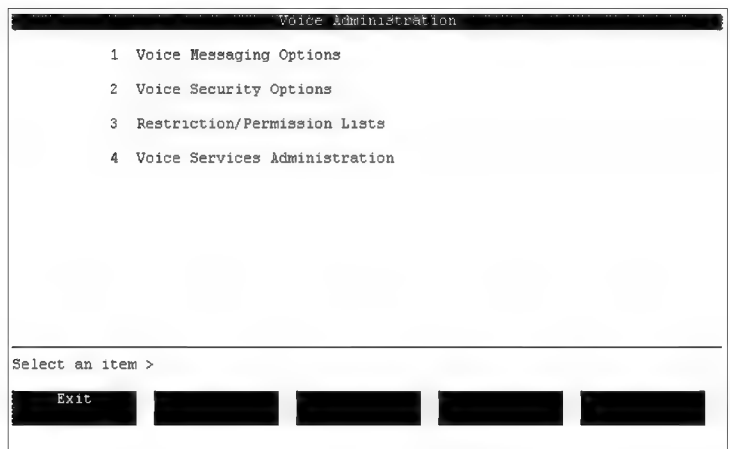
To access the Voice Messaging Options screen, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|------------------------------|
| 1 | Select Voice Administration. |
|---|------------------------------|

Result: The Voice Administration menu is displayed.



- | | |
|---|---------------------------------|
| 2 | Select Voice Messaging Options. |
|---|---------------------------------|

Result: The Voice Messaging Options screen is displayed.

The Voice Messaging Options screen

Introduction

The following screens reflect the possible Voice Messaging Options fields for Meridian Mail Compact Option

Part 1

Voice Administration	
Voice Messaging Options	
Default Language:	<u>American_English</u> Canadian_French
Secondary Default Language	<u>American_English</u> Canadian_French
Default Language Overrides User's Preferred Language for Call Answering:	☒ Yes
Customized recording for American_English	
Call Answering Greeting (Voice):	No
Customized recording for Canadian_French	
Call Answering Greeting (Voice):	No
MORE BELOW	
Save	Cancel

Part 2

Voice Administration		MORE ABOVE
Voice Messaging Options		
Maximum Delay for Timed Delivery (days):	<u>31</u>	
Name Dialing and Name Addressing:	Disabled ☒ Enabled	
Prefix for Name Dialing and Name Addressing:	<u>11</u>	
Broadcast Mailbox Number:	<u>5555</u>	
Broadcast Mailbox Personal Verification (Voice):	No	
Billing DN:		
Local Addressing Lengths:	<u>0</u> <u>0</u>	
Default Message Delivery Priority:	<u>Standard</u> Economy	
MORE BELOW		
Save	Cancel	Voice

Part 3

Voice Administration		MORE ABOVE
Voice Messaging Options		
Broadcast Mailbox Personal Verification (Voice): No		
Billing DN:		
Local Addressing Lengths:	0 0	
Default Message Delivery Priority:	Standard Economy	
Mailbox Full Warning Threshold (percentage):	85	
Maximum Read Message Retention (days):	7	
("0" implies that there is no organization maximum limit. Read Message Retention will be determined from each user's profile.)		
External Call-Sender Allowed:	No Yes	
Save Cancel Voice		

Defining voice messaging options

Procedure

This is a high-level procedure for setting up your voice messaging options. Detailed step-by-step procedures are provided in the following sections in this chapter.

Step	Action
1	Do you have more than one language installed on your system? - If yes, see the section "Languages on multilingual systems" on page 19-9. - If no, go to step 2.
2	Do you want to customize or disable any greetings or tutorials? - If yes, see the section "Customizing recordings" on page 19-25. - If no, go to step 3.
3	Set up operational characteristics for voice messaging. See the section "Defining operational characteristics for voice messaging" on page 19-31.

Section B Languages on multilingual systems

In this section

<u>Overview</u>	<u>19-10</u>
<u>The default language and the user's preferred language</u>	<u>19-11</u>
<u>Setting up languages on systems without dual language prompting</u>	<u>19-13</u>
<u>Setting up languages on systems with dual language prompting</u>	<u>19-17</u>

Overview

Introduction The language parameters you need to define depend on whether the Dual Language Prompting feature is installed.

Choosing the correct procedure Use this table to identify which procedure to follow to set up languages on your system.

IF Dual Language Prompting	THEN follow the procedure
is not installed	on page 19-13 .
is installed	on page 19-17 .

The default language and the user's preferred language

The default language

The first language that was installed becomes the default language. You can change the default language in the Voice Messaging Options screen.

The default language is also known as the primary language.

When the default language is used

The default language is the language in which prompts are played to callers

- during call answering and express messaging sessions.
- during initial logon (before the mailbox number is identified) if they are calling from a phone that does not have a mailbox. This could either be an external phone or an internal phone that does not have an associated mailbox.

The user's preferred language

When multiple languages are installed on the system, local voice users can have a preferred language that is different from the default language. A user's preferred language is specified when you add a mailbox in the Add Local Voice User screen.

Affected prompts

If the user has a preferred language that is different from the primary default language, the following prompts are played in the user's preferred language:

- prompts that are played to the user while the user is logged on to Meridian Mail Compact Option
- prompts that are played to callers during call answering and express messaging sessions

Overriding the user's preferred language

You may not want internal or external callers, or both, who are transferred to Meridian Mail Compact Option to hear prompts in the user's preferred language. Instead, you might want them to hear prompts in the (primary) default language.

To ensure that callers who are forwarded to Meridian Mail Compact Option hear prompts in your system's primary language, the Default Language Overrides User's Preferred Language field in the Voice Messaging Options screen must be set to Yes. Users, however, still hear prompts in their preferred language when they log in to retrieve messages.

Example

Your office is located in Vancouver, British Columbia. Many of your employees speak Mandarin as their first language and, therefore, prefer to hear prompts in Mandarin while using Meridian Mail Compact Option.

However, most of your customers and external callers are English-speaking and you want them to hear Meridian Mail Compact Option prompts in English.

You, therefore, set the Default Language Overrides User's Preferred Language field to Yes.

Setting up languages on systems without dual language prompting

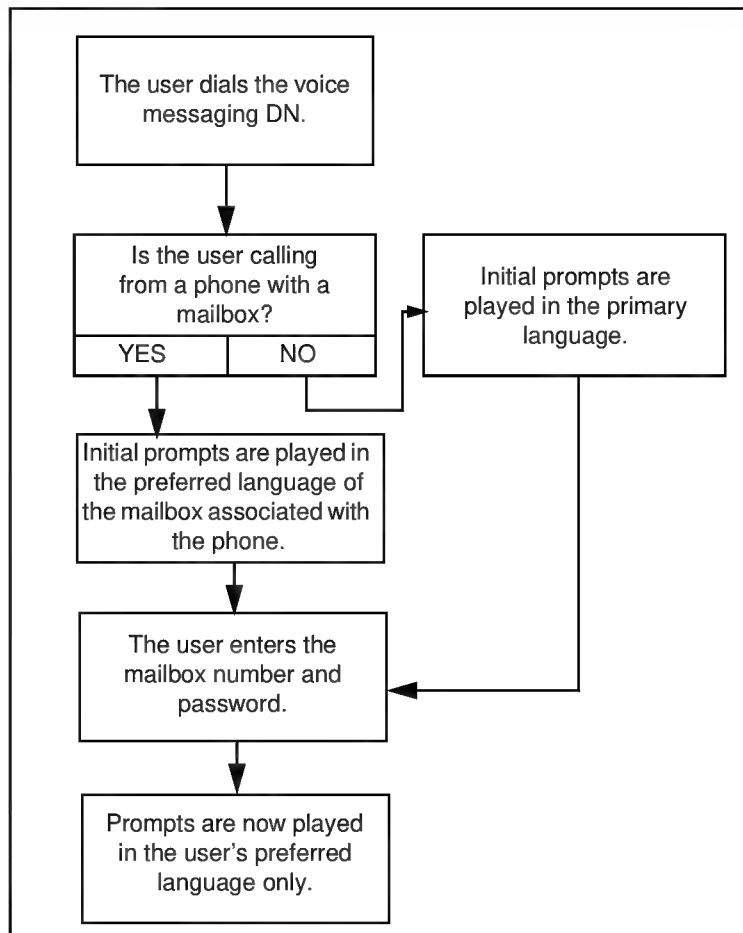
Introduction

To set up languages when Dual Language Prompting is not installed, you must specify

- the default language (also known as the primary language)
- whether the default language overrides the user's preferred language

Mailbox logon

This flowchart shows the language in which prompts are played during mailbox logon.



Express messaging

The language in which prompts are played depends on whether the caller is calling from a phone that has a mailbox.

WHEN the caller calls	THEN prompts are played
from a phone with a mailbox	in the preferred language of the mailbox associated with the phone.

WHEN the caller calls	THEN prompts are played
from a phone that does not have a mailbox	in the primary default language.

Call answering

Prompts are played in the user's preferred language unless the system default language overrides the user's preferred language.

Procedure

To set up languages on a multilingual system, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select Voice Administration.
- 2 Select Voice Messaging Options.

Result: The Voice Messaging Options screen is displayed.

Voice Administration

Voice Messaging Options

Default Language: Latin American Spanish Japanese

Default Language Overrides User's Preferred Language for Call Answering: Yes

Customized recordings and Recording Selections for Latin American Spanish

Login Greeting (Voice): No Type: None Default Custom

Customized recordings and Recording Selections for Japanese

MORE BELOW

Save Cancel Voice

- 3 Select the language in which you want Meridian Mail Compact Option prompts to be played in the Default Language field.

Step Action

-
- 4 Do you want the (primary) default language to override users' preferred languages?
- If yes, select Yes in the Default Language Overrides User's Preferred Language field.
 - If no, select No.
- 5 Do you want to continue defining voice messaging options?

IF you want to	THEN
customize or disable recordings	see the section "Customizing recordings" on page 19-25.
modify other voice messaging options	see the section "Defining operational characteristics for voice messaging" on page 19-31.
save what you have done and quit	press [Save].
quit without saving	press [Cancel].

Setting up languages on systems with dual language prompting

Description: dual language prompting

Dual Language Prompting is an optional Meridian Mail Compact Option feature that is intended for bilingual environments. When installed, prompts are played in two languages:

- the primary language followed by the secondary language or
- the primary language followed by the user's preferred language

Configuration requirements

If Dual Language Prompting is installed on your system, you must specify

- the default language (also known as the primary language)
- the secondary language
- whether the default language overrides the user's preferred language

The secondary default language

When Dual Language Prompting is installed, you can choose a secondary default language in which to play prompts for call answering, express messaging, and mailbox login.

How this secondary language is used depends on other factors as described in more detail on the following pages.

Default

By default, the secondary language is set to the first language that was installed. After installation, the secondary default language is, therefore, the same as the (primary) default language.

How it works

Dual language prompting affects how prompts are played during express messaging, logon, and call answering. However, for each of these features, different factors affect how it works as described on the following pages.

Known versus unknown callers

For express messaging, whether the caller to the service is known affects how dual language prompting works. What is really meant by a “known caller” is a caller whose preferred language is known. In the case of an “unknown caller,” the caller’s preferred language is not known.

Known callers

A caller is known when calling from an internal phone that has a mailbox associated with it. When calling from his or her own phone, the caller’s preferred language is known. When the caller is calling from another internal phone that has a mailbox, the caller’s preferred language is not known. However, the preferred language for the associated mailbox is known and, therefore, the caller is considered to be known.

Unknown callers

A caller is unknown when calling from a phone that does not have an associated mailbox (and, therefore, no preferred language associated with it).

An unknown caller could be calling from an external phone or an internal phone that does not have an associated mailbox.

How it works for Express Messaging

Stage 1: express messaging DN is dialed

This is how dual language prompting works when a caller has dialed the express messaging DN but has not yet identified the mailbox number.

WHEN the caller	THEN prompts are played
is known	in the caller’s preferred language.

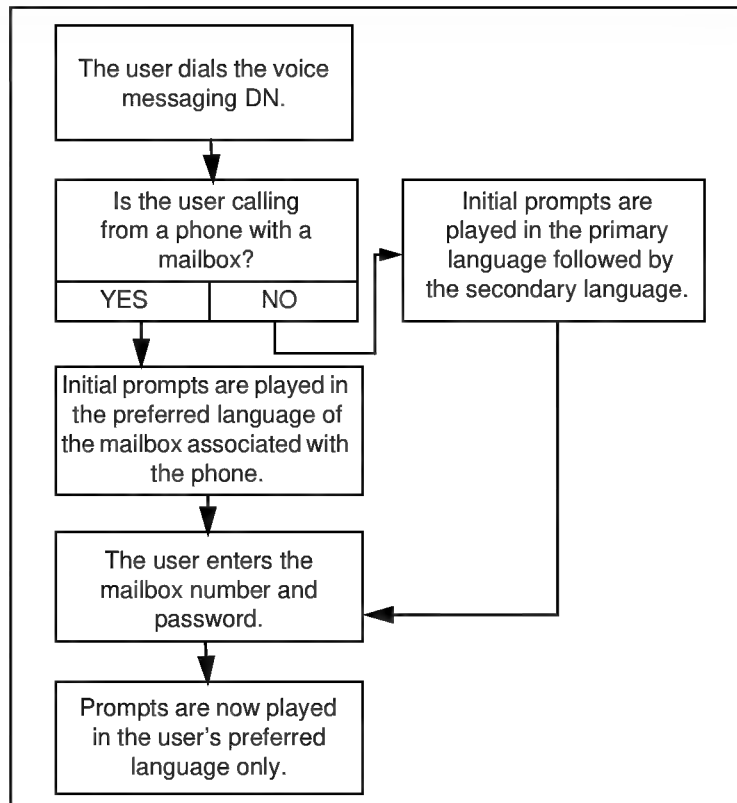
WHEN the caller	THEN prompts are played
is not known	in the primary language followed by the secondary language.

Stage 2: mailbox number is specified

This is how dual language prompting works once the caller has identified the mailbox number.

WHEN the default language	AND the caller	THEN prompts are played in the
does not override the user's preferred language	is known	user's preferred language.
	is not known	primary and then secondary language.
overrides the user's preferred language	is known	primary language only.
	is not known	primary and then secondary language.

How it works for logon This is how dual language prompting works when a user is logging on to his or her mailbox. The setting in the Default Language Overrides User's Preferred Language field does not affect how dual prompting works in this case.



Configuring dual language prompting for call answering

The following factors affect how dual language prompting works during call answering sessions:

- whether the system default language overrides the user's preferred language
- whether dual language prompting is enabled in the user's class of service

Use this table to help you decide how to configure dual language prompting.

IF you want prompts	THEN set	AND
to be played in the primary language followed by the user's preferred language	the Default Language Overrides User's Preferred Language to No	enable dual language prompting in the user's class of service.
to be played in the user's preferred language only	the Default Language Overrides User's Preferred Language to No	disable dual language prompting in the user's class of service.
to be played in the primary language followed by the secondary language	the Default Language Overrides User's Preferred Language to Yes	enable dual language prompting in the user's class of service.
to be played in the primary language only	the Default Language Overrides User's Preferred Language to Yes	disable dual language prompting in the user's class of service.

Setting up languages for dual language prompting

To set up languages on a system that has dual language prompting, follow these steps.

Starting Point: The Main Menu

Step Action

-
- 1 Select Voice Administration.

Step Action**2** Select Voice Messaging Options.

Result: The Voice Messaging Options screen is displayed.

Voice Administration

Voice Messaging Options

Default Language: American_English
Canadian_French

Secondary Default Language: American_English
Canadian_French

Default Language Overrides User's Preferred Language for Call Answering: No Yes

Customized recording for American_English

Call Answering Greeting (Voice): No

Customized recording for Canadian_French

Call Answering Greeting (Voice): No

MORE BELOW

Save Cancel Voice

- 3** Select the language in which you want Meridian Mail Compact Option prompts to be played in the Default Language field.
- 4** Select the secondary default language.
- 5** Do you want the (primary) default language to override users' preferred languages?
 - If yes, select Yes in the Default Language Overrides User's Preferred Language field.
 - If no, select No.

Step Action

6 What do you want to do next?

IF you want to**THEN**customize or disable
recordings[see the section "Customizing
recordings" on page 19-25.](#)modify other voice
messaging options[see the section "Defining
operational characteristics for voice
messaging" on page 19-31](#)save what you have
done and quit

press [Save].

quit without saving

press [Cancel].

Section C **Customizing recordings**

In this section

[Overview](#)

[19-26](#)

[Recording a customized call answering greeting](#)

[19-27](#)

Overview

Introduction

The recordings that you can customize depend on the MMUI interface.

Call answering greeting

You can record a custom call answering greeting that identifies your organization.

[See “Recording a customized call answering greeting” on page 19-27.](#)

Recording a customized call answering greeting

Description

The call answering greeting is an optional greeting for the MMUI interface. It typically consists of the spoken name of an organization and is used to identify an organization to callers and users.

Default

By default, there is no call answering greeting. There is no generic call answering greeting. A custom greeting must be recorded if you want to use this greeting.

When the greeting is played

The call answering greeting is played when

- an external caller is transferred to Meridian Mail Compact Option to leave a message (call answering)

Multilingual systems

If more than one language is installed on your Meridian Mail Compact Option system and you want to record a call answering greeting, you need to record one greeting for each language.

Before you begin

You must access the Voice Messaging Options screen before beginning the following procedure. The procedure for accessing this screen is on [page 19-5](#).

Procedure

To record a call answering greeting, follow these steps.

Starting Point: The Voice Messaging Options screen

Step Action

- 1 Move the cursor to the (first) Call Answering Greeting (Voice) field.

The screenshot shows a terminal-style window titled "Voice Administration". Inside, the "Voice Messaging Options" section is visible. It includes fields for "Default Language:" (with options "American_English" and "Canadian_French"), "Secondary Default Language" (with the same options), and "Default Language Overrides User's Preferred Language for Call Answering:" (with a "No" button and a "Yes" label). Below these is a dashed box containing "Customized recording for American_English" and "Customized recording for Canadian_French", each with a "Call Answering Greeting (Voice):" field set to "No". A "MORE BELOW" link is at the bottom right of the dashed box. At the very bottom of the window are five buttons: "Save", "Cancel", two unlabeled buttons, and "Voice".

- 2 Press the [Voice] softkey.
Result: The recording softkeys are displayed, and you are prompted for an extension number.
- 3 Enter the extension of the phone you will use to make the recording.
Result: The phone rings.
- 4 Pick up the handset.
- 5 Press the [Record] softkey.
Result: The [Stop] softkey is displayed.
- 6 Speak the call answering greeting and press [Stop] when you are done.
Note: Recording stops automatically if the greeting exceeds the Maximum Prompt Size or the Record Timeout set in the Voice Services Profile.
- 7 Do you want to verify the recording?
 - If yes, press the [Play] softkey.
 - If no, [go to step 9](#).

Step Action

- 8 Do you want to rerecord the greeting?
- If yes, [repeat steps 5 to 7](#) until you are satisfied with the greeting.
Note: The old recording will be recorded over.
 - If no, [go to step 9](#).
- 9 Do you have more than one language installed?
- If yes, press the [Return] softkey to return to the Voice Messaging Options screen and [go to step 10](#).
Note: Do not hang up the phone.
 - If no, [go to step 11](#).
- 10 Move your cursor to the next Call Answering Greeting field (for the next language), and [repeat steps 2 to 7](#) until a greeting has been recorded for each language.
- 11 Press the [Disconnect] softkey and hang up the phone.
- 12 Do you want to change any other voice messaging options?
- If yes, [see the section "Defining operational characteristics for voice messaging" on page 19-31](#).
 - If no, press the [Save] softkey.
-

Section D **Defining operational characteristics for voice messaging**

In this section

<u>Overview</u>	<u>19-32</u>
<u>Enabling/disabling timed delivery and name dialing/name addressing</u>	<u>19-33</u>
<u>Setting up the broadcast mailbox</u>	<u>19-38</u>
<u>Defining the billing DN</u>	<u>19-42</u>
<u>Specifying the mailbox full warning threshold</u>	<u>19-44</u>
<u>Specifying the maximum read message retention</u>	<u>19-46</u>
<u>Enabling/disabling external call sender</u>	<u>19-50</u>

Overview

Introduction	This section describes • how to enable or disable voice messaging features such as timed delivery, name dialing/addressing, and external call sender • how to set up a broadcast mailbox • how to define voice messaging characteristics such as - how long to store read messages - whether or not to play a warning message to users when their mailbox is full - when network messages should be delivered
--------------	---

Defining MMUI voice messaging options	This is a high-level procedure that describes the tasks you can perform if the interface is MMUI. Detailed step-by-step procedures are provided in the rest of this section.
---------------------------------------	---

Step	Action	See page
1	Enable or disable timed delivery and name dialing/ name addressing.	19-33
2	Set up the broadcast mailbox.	19-38
3	Define the billing DN.	19-42
4	Specify the mailbox full warning threshold.	19-44
5	Specify the maximum read message retention.	19-46
6	Enable or disable external call sender.	19-50

Enabling/disabling timed delivery and name dialing/name addressing

Introduction

Timed delivery, name dialing, and name addressing are applicable to MMUI.

Timed delivery

The timed delivery feature allows users to record a voice message now, but tag it for delivery at a later date.

The maximum timed delivery delay

In Voice Messaging Options, you can define the maximum number of days that a message can be delayed before being delivered. The default is 31 days.

Example

You have defined the maximum delay as 62 days. A user tries to tag his or her message for a delivery date of 75 days from today. The user hears the following message:

“The date you have entered is too far into the future. Please reenter the date.”

Name dialing and name addressing

Name dialing and name addressing allow users and callers to dial or address users when the extension or mailbox number is not known. As long as the caller knows the user’s name, the user can be reached.

Name dialing

Name dialing allows users and callers who have accessed a thru-dial service to enter a user’s name instead of their extension. The digits that the caller enters are interpreted as letters instead of numbers.

Name addressing

Name addressing allows users to enter another user’s name instead of a mailbox number when composing a voice

message, composing personal distribution lists, or when using express messaging.

**The name dialing/
addressing prefix**

If name dialing and name addressing are enabled, you must define a prefix. This prefix must be entered by users or callers before they begin entering the user's name. This prefix signals Meridian Mail Compact Option that the digits that are about to be entered should be interpreted as letters instead of numbers.

Thru-dial services

When defining a thru-dial service, you have the option of specifying the dialing method as Dial by Number, Dial by Name, or Both.

To select Dial by Name or Both, Name Dialing and Name Addressing must be enabled in the Voice Messaging Options screen.

If Both is selected, meaning that the caller has the choice of how he or she dials the user, the caller must enter the prefix.

If you want to give callers this choice, but do not want them to have to enter a prefix, you can use a voice menu as a front end to two thru-dialers (one that is set up for Dial by Name and one that is set up for Dial by Number).

**When to disable name
dialing/addressing**

This feature should be disabled in countries where the telephone keypads do not map to an alphabetical sequence recognizable to Meridian Mail Compact Option.

**The Voice Messaging
Options screen**

These are the fields you use to enable/disable timed delivery and name dialing/name addressing.

Voice Administration		MORE ABOVE
Voice Messaging Options		
Maximum Delay for Timed Delivery (days):	<u>31</u>	
Name Dialing and Name Addressing:	Disabled Enabled	
Prefix for Name Dialing and Name Addressing:	<u>11</u>	
Broadcast Mailbox Number:	<u>5555</u>	
Broadcast Mailbox Personal Verification (Voice):	No	
Billing DN:		
Local Addressing Lengths:	<u>0 0</u>	
Default Message Delivery Priority:	Standard Economy	
MORE BELOW		
Save	Cancel	Voice

Field descriptions

This table describes the fields that are used to enable/disable timed delivery and name dialing/name addressing.

Maximum Delay for Timed Delivery (days)

Description	The maximum number of days that a message can be delayed before being delivered.
Default	31
Valid range	0 to 365
	A setting of 0 disables the Timed Delivery feature.

Name Dialing and Name Addressing

Description	Enables/disables the name dialing and name addressing feature.
Default	Enabled
Valid options	Enabled, Disabled
Attention	If you disable this feature and then reenable it, the prefix is reset to null and must be redefined.

Prefix for Name Dialing and Name Addressing

Description	Users must dial this prefix in order to name dial (using thru-dial) or name address (during message or personal distribution list composition, or express messaging).
Default	11
Valid range	1 to 99
Potential conflicts	Make sure this prefix does not conflict with (duplicate) or underlap (begin with the same digits) any of the following: • mailbox numbers • telephone extensions • distribution list numbers • network prefixes

Procedure

To enable/disable timed delivery or name dialing/name addressing, or both, follow these steps.

Starting Point: The Voice Messaging Options screen

Step Action

-
- | | |
|---|---|
| 1 | Do you want to disable timed delivery? <ul style="list-style-type: none"> • If yes, enter 0 in the Maximum Delay for Timed Delivery field. • If no, enter the maximum number of days you want users to be able to delay delivery of voice messages. |
| 2 | Do you want to disable name dialing and name addressing? <ul style="list-style-type: none"> • If yes, select Disabled in the Name Dialing and Name Addressing field. • If no, select Enabled. |
| 3 | Are name dialing and name addressing enabled? <ul style="list-style-type: none"> • If yes, change the prefix if necessary. • If no, go to step 4. |
| 4 | Do you want to continue defining voice messaging options? |

IF you want to**THEN**

continue	see page 19-38.
save your changes and quit	press [Save].
quit without saving your changes	press [Cancel].

Setting up the broadcast mailbox

Introduction	Broadcast mailboxes can be set up for the MMUI interface.
Description	When you compose a message to the broadcast mailbox, the message is sent to all of the users on the system. To set up a broadcast mailbox, all you have to do is assign a mailbox number to the broadcast mailbox in the Voice Messaging Options screen. You do not need to set up an actual mailbox through User Administration.
The broadcast mailbox personal verification	You can also record a personal verification for the broadcast mailbox so that when you enter the mailbox number during message composition, you get a verification that you have entered the correct number. The personal verification for a broadcast mailbox can say something like this: <i>“Broadcast mailbox 5555.”</i>
The Voice Messaging Options screen	These are the fields in the Voice Messaging Options screen in which you set up the broadcast mailbox.

Voice Administration		MORE ABOVE
Voice Messaging Options		
Maximum Delay for Timed Delivery (days):	<u>31</u>	
Name Dialing and Name Addressing:	Disabled Enabled	
Prefix for Name Dialing and Name Addressing:	<u>11</u>	
Broadcast Mailbox Number:	<u>5555</u>	
Broadcast Mailbox Personal Verification (Voice):	No	
Billing DN:		
Local Addressing Lengths:	<u>0 0</u>	
Default Message Delivery Priority:	Standard Economy	
MORE BELOW		
Save	Cancel	Voice

Field descriptions

This table describes the fields that you use to set up the broadcast mailbox.

Broadcast Mailbox Number

Description	This is the number of the mailbox that is used to send broadcast messages. This number is specified when you are prompted for a mailbox number while composing the message.
Default	5555
Potential Conflicts	Make sure this number does not conflict with any other numbers in Meridian Mail Compact Option.

Broadcast Mailbox Personal Verification (Voice)

Description	This is a read-only field that indicates whether a personal verification has been recorded for the broadcast mailbox.
-------------	---

Procedure

To set up a broadcast mailbox, follow these steps.

Starting Point: The Voice Messaging Options screen

Step Action

- 1 Change the broadcast mailbox number if necessary.
- 2 Do you want to record a personal verification for the broadcast mailbox?
 - If yes, [go to step 3](#).
 - If no, [go to step 12](#).
- 3 Put the cursor on the Broadcast Mailbox Personal Verification (Voice) field.
- 4 Press the [Voice] softkey.
- 5 Enter the extension of the phone you will use to record the verification, and press <Return>. **Result:** The phone rings.
- 6 Pick up the receiver. **Result:** The recording softkeys are displayed.
- 7 Press the [Record] softkey.
- 8 At the sound of the beep, speak the verification. **Example:** "Broadcast mailbox 5555."
- 9 Press the [Stop] softkey to stop recording.

Step Action

- 10 Do you want to verify the recording?
- If yes, press the [Play] softkey, listen to the recording, and [go to step 11](#).
 - If no, press [Disconnect] and hang up the phone. Go to [step 12](#).
- 11 Do you want to rerecord the verification?
- If yes, [repeat steps 7 to 10](#).
 - If no, press [Disconnect] and hang up the phone. Go to [step 12](#).
- 12 Do you want to continue defining voice messaging options?

IF you want to**THEN**

continue

see [page 19-42](#).

save your changes and quit

press [Save].

quit without saving your changes

press [Cancel].

Defining the billing DN

Introduction

A billing DN can be defined for the MMUI interface.

How the billing DN is used

This DN may be used for billing purposes when an outbound call is made. There are other numbers that are also used for billing.

This table shows which numbers Meridian Mail Compact Option will try to use for a particular outbound service.

Service	A Used if defined	B Used if A not defined	C Used if A and B not defined
Thru-Dial service	Billing DN in Voice Messaging Options	VSDN of dialed service	Nil. Call is still made.
Extension dialing (mailbox thru-dial)	Billing DN in Voice Messaging Options	Mailbox Number	Nil. Call is still made.

Procedure

To define the billing DN, follow these steps.

Starting Point: The Voice Messaging Options screen

Step Action

- 1 Go to the Billing DN field.

Voice Administration MORE ABOVE

Voice Messaging Options

Maximum Delay for Timed Delivery (days): 31

Name Dialing and Name Addressing: Disabled **Enabled**

Prefix for Name Dialing and Name Addressing: 11

Broadcast Mailbox Number: 5555

Broadcast Mailbox Personal Verification (Voice): No

Billing DN: _____

Local Addressing Lengths: 0 0

Default Message Delivery Priority: **Standard** Economy

MORE BELOW

Save Cancel [] Voice

- 2 Enter a DN that is up to 30 digits long.
- 3 Do you want to continue defining voice messaging options?

IF you want to

save your changes and quit

quit without saving your changes

THEN

press [Save].

press [Cancel].

Specifying the mailbox full warning threshold

Introduction This warning threshold is applicable to the MMUI interface.

Description When an MMUI user's mailbox starts to get full, a warning message can be played to remind the user that his or her mailbox is almost full and to start deleting messages. This message can be disabled.

The warning threshold This threshold determines when this message is played. The threshold is based on how full the user's mailbox is.

Default

The default setting is 85 percent (%).

Valid range

You can enter a value between 0 and 100 percent (%).

Example The warning threshold is set to 85%. The user's voice storage limit (as defined in the user's class of service) is five minutes.

A caller leaves a message that increases the user's voice storage to 4 minutes 30 seconds. Since this is slightly more than 85% of the total voice storage for the user, the next time the user logs on, the mailbox full warning threshold message is played.

Procedure To set the mailbox full warning threshold, follow these steps.

Starting Point: The Voice Messaging Options screen

Step Action

- 1 Go to the Mailbox Full Warning Threshold field.

The screenshot shows the 'Voice Administration' console with the 'Voice Messaging Options' tab selected. The 'Mailbox Full Warning Threshold (percentage)' field is highlighted with a dashed box and contains the value '85'. Other visible fields include 'Broadcast Mailbox Personal Verification (Voice): No', 'Billing DN:', 'Local Addressing Lengths: 0 0', 'Default Message Delivery Priority: Standard Economy', 'Maximum Read Message Retention (days): 7', and 'External Call-Sender Allowed: No Yes'. At the bottom are buttons for 'Save', 'Cancel', and 'Voice'.

- 2 Do you want to disable the warning threshold message?
 - If yes, set the field to 0.
 - If no, set the field to a non-zero value that represents how full the mailbox must be before the warning message is played.
- 3 Do you want to continue defining voice message options?

IF you want to

continue

save your changes and quit

quit without saving your changes

THENsee [page 19-46](#).

press [Save].

press [Cancel].

Specifying the maximum read message retention

Introduction

The maximum read message retention uses the MMUI interface.

Description

Once a user listens to a message, that message is still stored on the system. A message that has been listened to is known as a read message.

The system will begin to fill up with read messages over time. You can either have Meridian Mail Compact Option delete any read messages every certain number of days, or you can leave it up to users to delete read messages on their own.

Maximum read message retention

The Maximum Read Message Retention (days) field determines how long read messages are stored before being deleted.

WHEN this field	THEN read messages are
is set to 0	not automatically deleted. They are retained until deleted by the user.
is set to 1 or more	deleted every X days as specified in this field.

Default

The default maximum read message retention is seven days.

Valid range

You can enter a value between 0 and 31 (days).

ATTENTION

It is recommended that you set the read message retention to a non-zero value to avoid filling the disk up with read messages.

Class of service setting

This field also exists in the Add and View/Modify Class of Service screens. This table describes which setting is used under different conditions.

WHEN the Voice Messaging Options setting is	AND the Class of Service setting is	THEN read messages are kept
0 (zero)	0 (zero)	until the user deletes them.
0 (zero)	1 or more	for the time specified in the Class of Service screen.
1 or more	0 (zero)	for the time specified in the Voice Messaging Options screen.
1 or more	1 or more	for the lesser of the two values.

Procedure

To define the maximum read message retention, follow these steps.

Starting Point: The Voice Messaging Options screen

Step Action

- 1 Go to the Maximum Read Message Retention field.

The screenshot shows a window titled "Voice Administration" with a "MORE ABOVE" link in the top right corner. The window contains the following fields and values:

- Voice Messaging Options** (Section Header)
- Broadcast Mailbox Personal Verification (Voice):** No
- Billing DN:** (Empty field)
- Local Addressing Lengths:** 0 0
- Default Message Delivery Priority:** Standard Economy
- Mailbox Full Warning Threshold (percentage):** 85
- Maximum Read Message Retention (days):** 7
- External Call-Sender Allowed:** No Yes

At the bottom of the window, there are five buttons: "Save", "Cancel", and three unlabeled buttons, followed by a "Voice" button.

- 2 Do you want read messages to be stored until deleted by users?
 - If yes, set the field to 0.
 - If no, set the field to a non-zero value that represents how often you want read messages to be automatically deleted.
- 3 Do you want to continue defining voice message options?

IF you want to**THEN**

continue

see [page 19-50](#).

save your changes and quit

press [Save].

quit without saving your changes

press [Cancel].

Enabling/disabling external call sender

Introduction	External Call Sender is available in the MMUI interface.
The Voice Messaging Options screen	This is the field in which External Call Sender is enabled/disabled.
Description	When a user is listening to a voice message left by another Meridian Mail Compact Option user, the user can press 9 on the keypad to immediately call back the originator of the message. This is the call sender feature. The External Call Sender feature allows users to press 9 to call back external callers who leave voice messages. Default This feature is enabled by default.
Restricting External Call Sender	If you enable External Call Sender, apply the appropriate restrictions to the numbers that users are allowed to call back. Restrictions are applied to external call sender in classes of service. See “The Add Class of Service screen” on page 25-12.
Procedure	To enable or disable external call sender, follow these steps. Starting Point: The Voice Messaging Options screen

Step Action

- 1 Go to the External Call-Sender Allowed field.

The screenshot shows the 'Voice Administration' window with the 'Voice Messaging Options' tab selected. The 'External Call-Sender Allowed' field is highlighted with a red box, showing 'No' selected and 'Yes' as an option. The other fields are: 'Broadcast Mailbox Personal Verification (Voice): No', 'Billing DN:', 'Local Addressing Lengths: 0 0', 'Default Message Delivery Priority: Standard Economy', 'Mailbox Full Warning Threshold (percentage): 85', and 'Maximum Read Message Retention (days): 7'. The 'Save', 'Cancel', and 'Voice' buttons are at the bottom.

- 2 Do you want to allow users to use the call sender feature to call back external callers?
 - If yes, set the field to Yes.
 - If no, set the field to No.
- 3 Do you want to save the Voice Messaging Options screen with the current information?
 - If yes, press [Save].
 - If no, press [Cancel], or make any necessary changes and then press [Save].

Chapter 20

Display options

In this chapter

<u>Overview</u>	<u>20-2</u>
<u>Different ways of sorting the VSDN table</u>	<u>20-3</u>
<u>Different ways of sorting the service definitions tables</u>	<u>20-4</u>
<u>Different ways of sorting the Choice of Services and Menu Actions list</u>	<u>20-6</u>
<u>Changing the display options</u>	<u>20-8</u>

Overview

Introduction

This chapter describes the different ways information can be displayed on the Voice Services Administration screens. You can control two basic options:

- how information is sorted (for example, sort VSDN table by DN or by Comment)
- whether or not the Choice of Services and Menu Actions lists are displayed

This chapter presents screen examples that show the different ways the Voice Services Administration screens appear according to the options you select. The section [“Changing the display options” on page 20-8](#) explains how to change the display options.

Different ways of sorting the VSDN table

Introduction

This section provides screen examples that show how the VSDN table looks when it is

- sorted by DN (see “[Example 1](#)”)
- sorted by Comment (see “[Example 2](#)”)

Example 1

The following example shows how the VSDN table looks when you choose to have the information sorted by the DNs.

Voice Services Administration			
Voice Services-DN Table			
DN	Service	Comment	
7000	VM	Voice Messaging	
7001	MS 100	Services menu	
7002	EM	Express Messaging	
7003	PM	Prompt Maintenance	
7004	MS 105	Off hours menu	
7005	MS 110	Sales menu	

Move the cursor to the item and press the space bar to select.

Exit	Add	View/Modify	Delete	Find
------	-----	-------------	--------	------

Example 2

The following example shows how the VSDN table looks when you choose to have the information sorted by the Comment.

Voice Services Administration			
Voice Services-DN Table			
DN	Service		Comment
7002	EM		Express Messaging
7004	MS	105	Off hours menu
7003	PM		Prompt Maintenance
7005	MS	110	Sales menu
7001	MS	100	Services menu
7000	VM		Voice Messaging

Move the cursor to the item and press the space bar to select.

Exit Add View/Modify Delete Find

Different ways of sorting the service definitions tables

Introduction

This section provides screen examples that show how the service definition tables (for example, the Voice Menu Definitions table) look when they are

- sorted by ID (see “[Example 1](#)”)
- sorted by Title (see “[Example 2](#)”)

Example 1

The following example shows how the Voice Menu Definitions table looks when you choose to have the information sorted by ID.

Voice Services Administration		
Voice Menu Definitions		
	ID	Title
■	100	Services menu
	105	Off hours menu
	110	Sales menu

Move the cursor to the item and press the space bar to select.

Exit	Add	View/Modify	Delete	Find
------	-----	-------------	--------	------

Example 2

The following example shows how the Voice Menu Definitions table looks when you choose to have the information sorted by Title.

Voice Services Administration		
Voice Menu Definitions		
	ID	Title
■	105	Off hours menu
	110	Sales menu
	100	Services menu

Move the cursor to the item and press the space bar to select.

Exit	Add	View/Modify	Delete	Find
------	-----	-------------	--------	------

Different ways of sorting the Choice of Services and Menu Actions list

Introduction

This section provides screen examples that show how the Choice of Services list looks when it is

- sorted by acronym (see “[Example 1](#)”)
- sorted by description (see “[Example 2](#)”)

The effect on how the Menu Actions list appears would be the same.

Definition: Menu Actions

“Menu Actions” refers to the default menu actions that you can choose from when you define a voice menu.

Note: You choose “Menu Actions” from the “Set Display Options” softkey in the Voice ServicesAdministration menu.

Example 1

The following example shows how the choice of services are listed in the Find Subset of VSDNs/Services screen when you choose to have the choice of services sorted by the acronym.

```

Voice Services Administration
Find Subset of VSDNs/Services

Choice of Services:
AS Announcement Service  EM Express Messaging      EN Enterprise Networking
MS Voice Menu Service    PM Prompt Maintenance RA Remote Activation
TD Time-of-Day Control   TS Thru-Dial Service  VM Voice Messaging

Type:  VSDN_Entry Announcement Thru_Dial TOD_Control Voice_Menu
DN:
Service:
Comment:

Select a softkey >

```

Example 2

The following example shows how the choice of services are listed in the Find Subset of VSDNs/Services screen when you choose to have the choice of services sorted by the description.

```

Voice Services Administration
Find Subset of VSDNs/Services

Choice of Services:
AS Announcement Service  EN Enterprise Networking EM Express Messaging
PM Prompt Maintenance    RA Remote Activation    TS Thru-Dial Service
TD Time-of-Day Control   MS Voice Menu Service  VM Voice Messaging

Type:  VSDN_Entry Announcement Thru_Dial TOD_Control Voice_Menu
DN:
Service:
Comment:

Select a softkey >

```

Changing the display options

Introduction

The display options are controlled by the Set Display Options screen.

The Set Display Options screen allows you to specify how information is sorted on the Voice Services Administration screens. For example, you can decide if the Choice of Services list is sorted in alphabetical order according to service acronym (“ms”, for example) or service description (“voice menu service”, for example), or whether the Choice of Services list is displayed at all.

Procedure

To change the display options, follow these steps.

Starting Point: Main Menu

Step	Action
------	--------

1	Select Voice Administration.
---	------------------------------

Result: The Voice Administration menu is displayed.

Step Action

- 2 Select Voice Services Administration.

Result: The Voice Services Administration menu is displayed and the [Set Display Options] softkey also appears.

The screenshot shows a terminal window titled "Voice Services Administration". It contains a numbered list of options: 1 Voice Services-DN Table, 2 Voice Services Profile, 3 Announcement Definitions, 4 Thru-Dial Definitions, 5 Time-of-Day Control Definitions, and 6 Voice Menu Definitions. Below the list is a prompt "Select an item >" followed by a cursor. At the bottom, there are five softkey buttons: "Exit", "Set Display Options", "Find Subset of VSDNs/Services", and two unlabeled buttons.

- 3 Press the [Set Display Options] softkey.

Result: The Set Display Options screen appears.

The screenshot shows a terminal window titled "Voice Services Administration" with a sub-header "Set Display Options". It contains several configuration options: "Default sort order for:" with a "by:" field set to "DN Comment"; "VSDN Table data menu:" with a "by:" field set to "Title"; "Service Definitions data menu:" with a "by:" field set to "Title"; "Sort Choice of Services/Menu Actions by:" with a field set to "Acronym Description"; "Display Choice of Services/Menu Actions in:" with three rows: "VSDN Table DN Information form:" (No Yes), "Voice Menu Definition form:" (No Yes), and "Find form:" (No Yes). Below these is a prompt "Select a softkey >" followed by a cursor. At the bottom, there are five softkey buttons: "Save", "Cancel", and three unlabeled buttons.

Step	Action
4	Make your selections according to how you want information to be sorted or displayed in the Voice Services Administration screens.
5	If you are satisfied with the changes, press [Save]. Otherwise, press [Cancel] to discard the changes. Result: Whether you save or cancel, you are returned to the Voice Services Administration menu.

Field descriptions

The following fields and options appear on the Set Display Options screen:

Default sort order for VSDN Table data menus	
Description	The selection you make affects how information is sorted in the VSDN table.
Default	DN
Valid options	DN, Comment • DN sorts entries numerically by DN. • Comment sorts entries alphabetically by comment.

Default sort order for Service Definition data menus	
Description	The selection you make affects how information is sorted in the service definitions tables (for example, in the Voice Menu Definitions screen).
Default	ID
Valid options	ID, Title • ID sorts entries numerically by service IDs. • Title sorts entries alphabetically by title.

Sort Choice of Services/Menu Actions by

Description	The selection you make affects how the Choice of Services list and the Menu Actions list are sorted. The Choice of Services list appears on many screens including the Find subset of VSDNs/ Services screen. The Menu Actions list is displayed in the Add, View/Modify, and Delete a Voice Menu Definition screens.
Default	Description
Valid options	Description, Acronym • Description sorts entries alphabetically by description. • Title sorts entries alphabetically by title.

Display Choice of Services/Menu Actions in

Description	You can turn the display of the Choice of Services or Menu Actions list on or off for the following: • VSDN Table DN Information screens (Add, View/Modify, Delete DN Information) • Voice Menu Definition screens (Add, View/Modify, Delete a Voice Menu Definition) • Find Subset of VSDNs/Services screen
Default	Yes
Valid options	Yes, No • Yes shows the choice of services/menu actions. • No hides the choice of services/menu actions.

Chapter 21

Finding and printing VSDNs and service definitions

In this chapter

<u>Overview</u>	<u>21-2</u>
<u>Wildcards</u>	<u>21-5</u>
<u>The Find Subset of VSDNs/Services screen</u>	<u>21-7</u>
<u>Finding and printing VSDNs</u>	<u>21-9</u>
<u>Finding and printing service definitions</u>	<u>21-12</u>

Overview

Introduction

Use the find feature if you want to modify, delete, print, or simply view any of the following.

- a specific VSDN
- a range of VSDNs
- all VSDNs for a certain kind of service (such as announcements or voice menus)
- a specific service definition
- a range of service definitions that have similar titles

Location of Find softkeys

Find softkeys are located on the following screens.

- the VSDN table
- service definition selection menus (such as the Announcement Definitions screen)
- the Voice Services Administration menu

Tip: Use Find as a shortcut

When you are adding a voice service to Meridian Mail Compact Option, you must go back and forth between the VSDN table and the Add a service definition screen (to add a VSDN for the service and to create a definition for the service). You can use the Find softkey to quickly move back and forth between the VSDN table screen and the service definition screen, as follows.

Starting Point: Any voice services administration screen that has a [Find] or [Find Subset of VSDNs/Services] softkey.

Step Action

-
- | | |
|---|--|
| 1 | Press the [Find] softkey. |
| 2 | Select the service type that you want to add in the "Type" field and press <Tab>. |
| 3 | Press the [Find Selection] softkey.
Result: The service definition screen is displayed. |
| 4 | To return to the VSDN table, press the [Find] softkey, select VSDN_Entry in the Type field and press <Tab>. Then press the [Find Selection] softkey. |
-

Service definitions

Service definitions exist for announcements, thru-dial services, time-of-day controllers, and voice menus.

Example: service definition

Here is an example of a voice menu definition.

Voice Services Administration			
View/Modify a Voice Menu Definition			
Choice of Menu Actions:			
AS Announcement Service	CL Call	DS Disconnect	
EM Express Messaging	MM Return to Main Menu	NS Voice Menu Service	
PM Prompt Maintenance	PP Play Prompt	RP Repeat Menu Choices	
RV Call Revert DN	TD Time-of-Day Control	TS Thru-Dial Service	
VM Voice Messaging			
Voice Menu ID:	100	Title:	Voice Menu
Revert DN:	0		
Access Password:		Update Password:	12345
Greeting Recorded (Voice):	No	Menu Choices Recorded (Voice):	No
Silent Disconnect:	☒ No	Yes	
Select a softkey >			MORE BELOW
Save	Cancel		Voice

Wildcards

You do not have to remember exact DNs or service titles. You can use wildcards to fill in the parts you can't remember.

Wildcards

Definition: wildcard

A wildcard is a character that is used in a search string to represent an unknown or variable character or string of characters.

Purpose

Wildcards have two main purposes. They allow you to find

- a particular VSDN or service definition without having to remember and enter the exact voice service DN or Comment, or service definition ID or title
- a range of VSDNs or service definitions

Types of wildcards

There are three wildcards that you can use.

Wildcard	Description
_	The underscore (_) replaces a single character.
+	The plus sign (+) replaces a string of characters.
?	The question mark (?) means “sounds like.” Meridian Mail Compact Option will find words that are spelled differently but sound like the word that is entered.

Where wildcards are used

You can enter wildcards in the DN, Comment, and Title fields in the Find Subset of VSDNs/Services screen.

Examples

The following examples show how wildcards can be used when searching for a particular VSDN or service definition, or a range of VSDNs or service definitions.

You enter	Result
"210_" in the DN field	All VSDNs in the range 2100 to 2109 are retrieved.
"7_99" in the DN field	The following VSDNs are retrieved: 7099, 7199, 7299, 7399, 7499, 7599, 7699, 7799, 7899, and 7999.
"3+" in the DN field	All DNs beginning with 3 are retrieved.
" + holiday" in the Title field (Type is Announcement)	All of the announcements whose titles end with the word "holiday" are retrieved.
"Braymore?" in the Comment field	Meridian Mail Compact Option retrieves service definitions with Braymore, Braemer, and Breymore in the Comment field.

The Find Subset of VSDNs/Services screen

Accessing the screen This screen can be accessed from

- the Voice Services Administration menu using the [Find Subset of VSDNs/Services] softkey
- the VSDN table using the [Find] softkey
- any service definition (such as an announcement, thru-dial, time-of-day control, or voice menu) using the [Find] softkey

The screen:
Type is VSDN

This is the Find Subset of VSDNs/Services screen when the selected Type is VSDN_Entry.

```

Voice Services Administration
Find Subset of VSDNs/Services

Choice of Services:
AS Announcement Service  EM Express Messaging      EN Enterprise Networking
MS Voice Menu Service    PM Prompt Maintenance  RA Remote Activation
TD Time-of-Day Control   TS Thru-Dial Service   VM Voice Messaging

Type:  VSDN_Entry  Announcement Thru_Dial TOD_Control Voice_Menu
DN:    _____
Service: _____
Comment: _____

Select a softkey >

[Cancel] [Find Selection] [Print Selection]
  
```

**The screen:
Type is service**

This is the Find Subset of VSDNs/Services screen when the selected Type is a service definition (Announcement, Thru-Dial, TOD Control, or Voice Menu).

Voice Services Administration

Find Subset of VSDNs/Services

Choice of Services:

AS	Announcement Service	EM	Express Messaging	EN	Enterprise Networking
MS	Voice Menu Service	PM	Prompt Maintenance	RA	Remote Activation
TD	Time-of-Day Control	TS	Thru-Dial Service	VM	Voice Messaging

Type: VSDN_Entry **Announcement** Thru_Dial TOD_Control Voice_Menu

ID: _____

Title: _____

Select a softkey >

Cancel	Find Selection	Print Selection
--------	----------------	-----------------

Note: If you select TOD Control, the Title field will not be displayed in the Find Subset of VSDNs/Services screen.

Finding and printing VSDNs

Procedure

Follow these steps to find or print a particular VSDN or a subset of VSDNs.

Starting Point: The Main Menu

Step Action

- 1 Select Voice Administration.
- 2 Select Voice Services Administration.
- 3 Press the [Find Subset of VSDNs/Services] softkey.

Result: The Find Subset of VSDNs/Services screen is displayed.

```

Voice Services Administration
Find Subset of VSDNs/Services

Choice of Services:
AS  Announcement Service  EM  Express Messaging      EN  Enterprise Networking
MS  Voice Menu Service    PM  Prompt Maintenance    RA  Remote Activation
TD  Time-of-Day Control   TS  Thru-Dial Service     VM  Voice Messaging

Type:  VSDN_Entry Announcement Thru_Dial TOD_Control Voice_Menu
DN:
Service:
Comment:

Select a softkey >
Cancel Find Selection Print Selection
  
```

- 4 Select "VSDN_Entry" in the Type field (this is the default).

Step Action

- 5 Specify the DN or range of DNs you want to find in the DN field.

IF you want to find
THEN

a particular VSDN and you know the exact DN

enter the exact DN and go to [step 8](#).

a range of VSDNs

use wildcards to specify a search pattern.

all VSDNs for a particular service type (such as voice menus)

leave the DN field blank and specify the type in the Service field.

- 6 If you want to retrieve VSDNs of a certain service type only, specify one of the following types.

IF you want to find
THEN enter

announcements only

AS

thru-dial services only

TS

time-of-day controllers only

TD

voice menus only

MS

- 7 Enter a comment if this will help narrow the search.

Note: The comment must be exactly as entered in the service definition. If you do not know the exact comment, enter as much as you can and use wildcards for the rest.

Note: If the service is TD Time-of-Day Controller, then go to [step 8](#).

- 8 Do you want to print the results of the search?

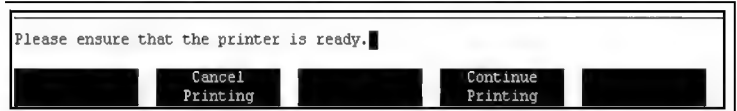
If yes, [go to step 9](#).

If no, [go to step 11](#)

Step Action

- 9 Press the [Print Selection] softkey.

Result: The following softkeys are displayed.



- 10 Do you want to go ahead with printing?
If yes, press the [Continue Printing] softkey.
If no, press the [Cancel Printing] softkey and go to [step 11](#).
- 11 Press the [Find Selection] softkey to view the found VSDNs, or press [Cancel] to cancel the search and exit the screen.
Result: If you pressed the [Find Selection] softkey, the VSDN table is displayed, listing only those VSDNs that met your search criteria. You can use any of the softkeys the same as if you accessed the VSDN table directly from the Voice Services Administration menu.
-

Finding and printing service definitions

Procedure

Follow these steps to find or print a particular service definition or a subset of service definitions.

Starting Point: The Main Menu

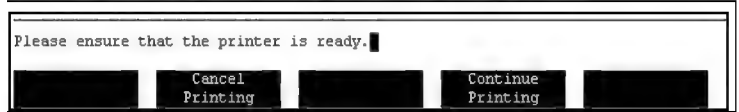
Step Action

- | | | | | | | | | | |
|--|---|-----------------------|-------------|--|---|---|---|--|--|
| 1 | Select Voice Administration. | | | | | | | | |
| 2 | Select Voice Services Administration. | | | | | | | | |
| 3 | Press the [Find Subset of VSDNs/Services] softkey.
Result: The Find Subset of VSDNs/Services screen is displayed. | | | | | | | | |
| 4 | Select a service type in the Type field. | | | | | | | | |
| 5 | Specify the ID of the service definition you want to find. | | | | | | | | |
| | <table border="0"><tr><td>IF you want to</td><td>THEN</td></tr><tr><td>find a service and you know the exact ID</td><td>enter the exact ID and go to step 7.</td></tr><tr><td>find a service but you do not know the ID</td><td>leave the ID field blank and go to step 6 to fill in the Title field.</td></tr><tr><td>retrieve all service definitions of the specified type</td><td>leave the ID field and the Title field blank, and go to step 7.</td></tr></table> | IF you want to | THEN | find a service and you know the exact ID | enter the exact ID and go to step 7 . | find a service but you do not know the ID | leave the ID field blank and go to step 6 to fill in the Title field. | retrieve all service definitions of the specified type | leave the ID field and the Title field blank, and go to step 7 . |
| IF you want to | THEN | | | | | | | | |
| find a service and you know the exact ID | enter the exact ID and go to step 7 . | | | | | | | | |
| find a service but you do not know the ID | leave the ID field blank and go to step 6 to fill in the Title field. | | | | | | | | |
| retrieve all service definitions of the specified type | leave the ID field and the Title field blank, and go to step 7 . | | | | | | | | |
| 6 | Enter the exact service title, or part of the title and use wildcards for the rest. | | | | | | | | |
| 7 | Do you want to print the results of the search?
If yes, go to step 8 .
If no, go to step 10 . | | | | | | | | |

Step Action

- 8 Press the [Print Selection] softkey.

Result: The following softkeys are displayed.



- 9 Do you want to go ahead with printing?
If yes, press the [Continue Printing] softkey.
If no, press the [Cancel Printing] softkey and go to [step 10](#).

Step Action

- 10 Press the [Find Selection] softkey to view the list of found service definitions, or press [Cancel] to cancel the search and exit the screen.

Result: If you pressed the [Find Selection] softkey, the list of service definitions that match your selection criteria is displayed.

Example: If you selected "Voice_Menu" in the Type field, the Voice Menu Definitions screen is displayed with only the voice menu definitions that match your selection criteria listed. The screen would appear similar to the following example.

ID	Title
100	Services menu
105	Off hours menu
110	Sales menu

Move the cursor to the item and press the space bar to select.

Exit Add View/Modify Delete Find

Note: You can use any of the softkeys the same as if you accessed this screen directly from the Voice Services Administration menu.

Chapter 22

Configuring Meridian Mail Compact Option services

In this chapter

<u>Overview</u>	<u>22-2</u>
<u>Section A: Introduction</u>	<u>22-5</u>
<u>Section B: Planning your configuration</u>	<u>22-15</u>
<u>Section C: Configuring the Option11C Compact for Meridian Mail Compact Option services</u>	<u>22-29</u>

Overview

Configuring Meridian Mail Compact Option services

Each dialable Meridian Mail Compact Option service needs an ACD queue and a VSDN.

Setting up a Meridian Mail Compact Option service, therefore, requires configuration on the Option11C Compact and in Meridian Mail Compact Option.

Option11C Compact setup

Configuration of Meridian Mail Compact Option services begins on the Option11C Compact where you must

- Set up one or more ACD queues for call handling.
- Set up a dummy queue for each Meridian Mail Compact Option service that requires an access number.

Meridian Mail Compact Option setup

In Meridian Mail Compact Option you must add the ACD queue DN's of the queues you created on the Option11C Compact to the VSDN Table. This is where you indicate which service a particular DN should start up.

Option11C Compact setup

This chapter describes how to set up the Option11C Compact to support Meridian Mail Compact Option services.

Section	Description
Section A	This is an introductory section that explains concepts that are necessary to understand how the Option11C Compact must be set up to support Meridian Mail Compact Option.
Section B	This section discusses the different kinds of Meridian Mail Compact Option ports, port requirements for services, and planning the Option11C Compact configuration.

Section	Description
Section C	This section contains step-by-step procedures for configuring Option11C Compact. This includes procedures for setting up ACD queues and dummy queues.

**Meridian Mail
Compact Option setup**

Chapter 23 , “[The VSDN table](#)”, describes how to configure the VSDN Table once you have added the necessary ACD queues on the Option11C Compact.

Section A **Introduction**

In this section

<u>Automatic Call Distribution (ACD)</u>	<u>22-6</u>
<u>Option11C Compact – Meridian Mail Compact Option connections</u>	<u>22-7</u>
<u>How Meridian Mail Compact Option uses ACD</u>	<u>22-8</u>
<u>Types of queues</u>	<u>22-10</u>
<u>Assigning DNs to services in the VSDN table</u>	<u>22-12</u>

Automatic Call Distribution (ACD)

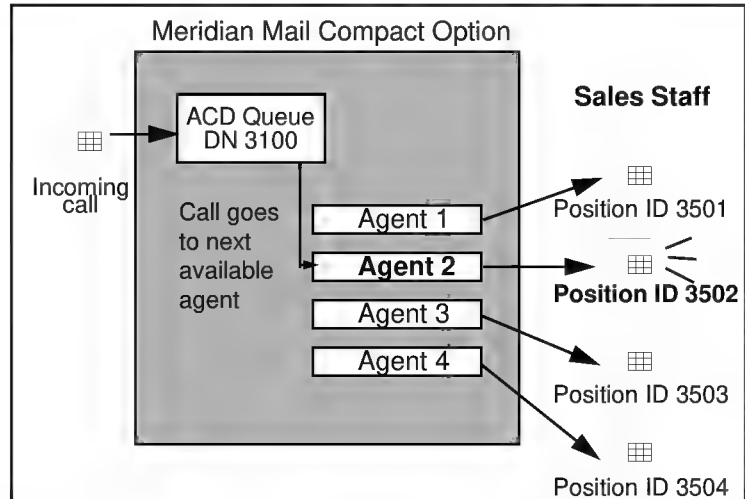
Definition: ACD Automatic Call Distribution (ACD) is a feature on the Option11C Compact that allows a number of telephones connected to the Option11C Compact, known as agents, to share equally in answering incoming calls.

Definition: ACD agent Agents are programmed on the switch to serve a particular ACD queue. Agents are programmed as 2008 phones on the Option11C Compact.

How it works ACD provides call handling capabilities to the Option11C Compact. This table describes how ACD handles an incoming call.

Stage	Description
1	A call comes into the Option11C Compact.
2	The call is placed in an ACD queue where it waits to be connected to an agent.
3	The call is passed to the agent that has been idle the longest, or if all agents are busy, the first available agent.
4	The agent answers the call.

Example When a call comes into the Option11C Compact, the DN (directory number) that was dialed determines which ACD queue the call goes to.



Option11C Compact – Meridian Mail Compact Option connections

Meridian Mail Compact Option PBX agents and Meridian Mail Compact Option ports

Each agent in an ACD queue is associated with a specific DSP port in Meridian Mail Compact Option. These DSP ports physically exist on Meridian Mail Compact Option voice processor cards.

The terms channel and port are often used interchangeably. They mean the same thing.

How Meridian Mail Compact Option uses ACD

Virtual agents

In Meridian Mail Compact Option, there are no “physical” agents or telephones. Instead, “virtual agents” are used. Virtual agents are the DSP ports that are configured in the Meridian Mail Compact Option software. These ports emulate 2008 telephone sets.

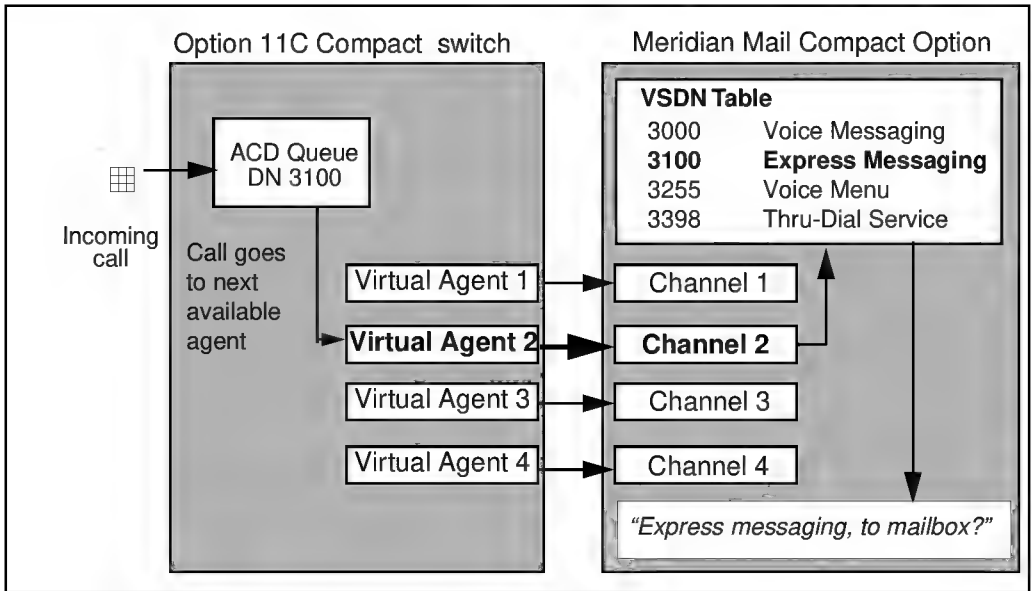
Directing calls to services

Meridian Mail Compact Option uses ACD to perform its call handling functions. However, instead of being directed to agents or telephones, incoming calls are directed to Meridian Mail Compact Option services such as Voice Messaging, Express Messaging, or a Voice Menu via the virtual agents.

Example

An incoming call to DN 3100 goes to ACD queue 3100. It gets directed to the first available agent. It is then connected to a Meridian Mail Compact Option channel (port) and routed to the VSDN Table.

In the VSDN Table, Meridian Mail Compact Option looks up the DN that was dialed to see which service is associated with it. Meridian Mail Compact Option then starts the service and plays the appropriate prompts.



Types of queues

Two types of queues There are two types of queues that you can configure on the Option11C Compact for Meridian Mail Compact Option.

- ACD agent queues
- dummy queues

Agent queues Agent queues contain agents and are served by Meridian Mail Compact Option ports. These queues conduct the actual call handling.

The ACD DN's of agent queues are listed in the Meridian Mail Compact Option Meridian Mail Compact Option Channel Allocation Table (CAT). The CAT indicates which queue a particular agent is assigned to.

Other terms

Agent queues are sometimes referred to as primary queues or main queues.

Dummy queues Dummy queues do not have agents. They accept calls and then reroute callers to an agent queue for call handling. An NCFW (Night Call Forward) DN must be defined for all dummy queues. This DN determines the agent queue to which calls are rerouted.

Other terms

Dummy queues are sometimes referred to as secondary queues or service queues.

Why use dummy queues?

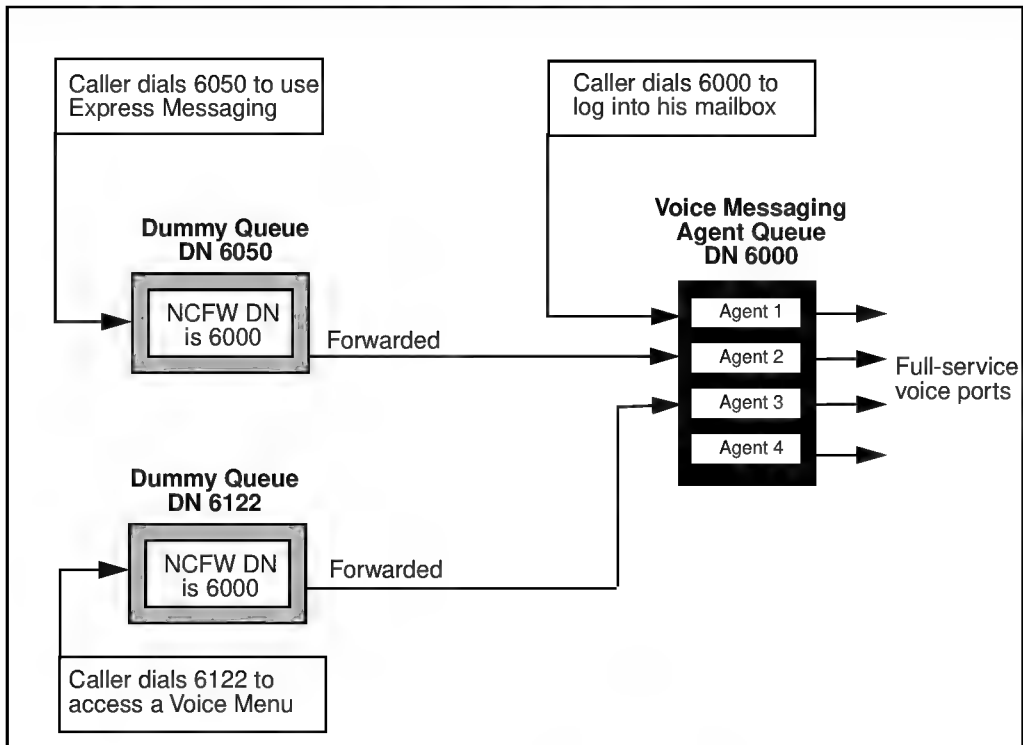
Many of the Meridian Mail Compact Option services that you configure need to be directly accessible. That is, you want callers to be able to dial a number in order to access the service.

Each directly dialable service needs a unique number, or DN, so that when the DN is dialed the correct service is started and the appropriate prompts are played.

Creating an agent queue for each service would be very inefficient, even if you had all the necessary ports. Instead, you create a small number of agent queues for call handling, and a dummy queue for each directly dialable service. Since each dummy queue has an ACD DN associated with it, this DN becomes the access number for the service.

Example

Two dummy queues have been set up. One (DN 6050) is for Express Messaging. The other (DN 6122) is for a Voice Menu. They both forward to DN 6000.



Assigning DN to services in the VSDN table

Introduction

When you create a dummy queue for a Meridian Mail Compact Option service, the DN assigned to it is the access number for the service.

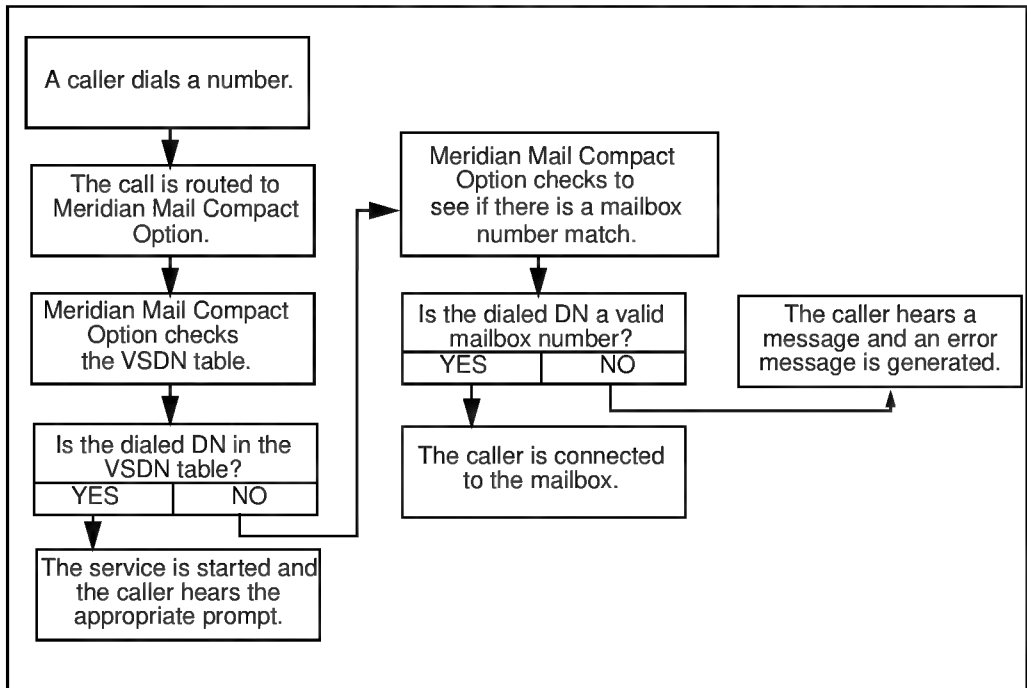
Mapping DN to services: the VSDN table

These ACD DN are configured on the Option11C Compact. When you create an ACD queue or dummy queue you cannot specify the associated Meridian Mail Compact OptionMeridian Mail Compact Option service on the Option11C Compact. So how does Meridian Mail Compact Option know which service to start when a particular DN is dialed?

The answer is the VSDN Table. All of the ACD DN's that are configured on the Option11C Compact for Meridian Mail Compact Option Meridian Mail Compact Option services are entered into the VSDN Table. When you add a VSDN, you define the access DN (this is the ACD DN) and the service. This provides a mapping between ACD DN's and Meridian Mail Compact Option services.

How DN's are looked up

When a call comes into the system, Meridian Mail Compact Option looks up the dialed DN in the VSDN Table.



Section B **Planning your configuration**

In this section

<u>Overview</u>	<u>22-16</u>
<u>Types of Meridian Mail Compact Option ports</u>	<u>22-17</u>
<u>Port requirements for Meridian Mail Compact Option services</u>	<u>22-18</u>
<u>Identifying the ports that are installed on your system</u>	<u>22-19</u>
<u>Should you dedicate ports?</u>	<u>22-22</u>
<u>Dedicating ports</u>	<u>22-23</u>
<u>Dedicating ports to services</u>	<u>22-25</u>
<u>Determining how many dummy queues you need</u>	<u>22-27</u>

Overview

Introduction

Before you begin configuring the Option11C Compact for Meridian Mail Compact Option services, you need to do some analysis and planning. You will need to determine

- the types of Meridian Mail Compact Option ports that are installed on your system
- the number of Meridian Mail Compact Option services that require DNs
- whether or not you want to dedicate channels to any services
- how many ACD queues you need
- how many dummy queues you need

Types of Meridian Mail Compact Option ports

Three port types

There is one type of Meridian Mail Compact Option DSP port.

- full-service voice port

Grade of service

In Meridian Mail Compact Option, this port type represents all grades of service.

Full-service voice ports

Full-service voice ports provides a service capable of supporting all voice-related activities such as compression, recording, playback, and tone detection.

Supported services

Full-service voice ports can be used to run the following services in addition to services that need only basic service ports.

- Announcement services
- Thru-dial service
- Voice Prompt Maintenance
- Remote Activation
- Voice Messaging
- Express Messaging
- Enterprise Networking
- Voice Menus
- Time-of-Day Controllers that invoke any of the above services

Port requirements for Meridian Mail Compact Option services

Requirements

This table formally lists all the services that use full voice ports..

Meridian Mail Compact Option service	
AS	Announcement Service
EM	Express Messaging
EN	Enterprise Networking
MS	Voice Menu that invokes any services requiring voice ports
PM	Voice Prompt Maintenance
RA	Remote Activation
TD	Time-of-Day Controller that invokes any services requiring voice ports
TS	Thru-Dial Service
VM	Voice Messaging

Identifying the ports that are installed on your system

Introduction

You designate ports as the two types available (basic or full voice) during Meridian Mail Compact Option software installation or expansion.

You can check the port type that is installed on your system by viewing the Channel Allocation Table. This table is accessible from the System Status and Maintenance menu.

Procedure

To check the installed port type, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|--|
| 1 | Select System Status and Maintenance. |
| 2 | Select Channel Allocation Table from the System Status and Maintenance menu. |

Step Action**Result:** The Channel Allocation Table is displayed.

System Status and Maintenance									
Channel Allocation Table (C=Card D=DSP P=Port)									
Choice of Services:									
ALL	All Services	AS	Announcement Service	EM	Express Messaging				
EN	Enterprise Networking	MS	Voice Menu Service	PM	Prompt Maintenance				
RA	Remote Activation	TS	Thru-Dial Service	VH	Voice Messaging				
VS	Voice Softkey								
Limit; MaxVoice MinMulti; MaxFull; -----Allocated-----									
8	8	0	8	M/F: 0	V/F: 4	V/B: 0			
#	C-D-P	TN	ACD DN	SCN	Type	Capability	Outbound		
1	2-1-1	10-00	7000	7800	Voice	Full Basic	ALL		
2	2-1-2	10-08	7000	7801	Voice	Full Basic	ALL		
3	2-2-1	10-01	7000	7802	Voice	Full Basic	ALL		
4	2-2-2	10-09	7000	7803	Voice	Full Basic	ALL		
Select a softkey >									
Save		Cancel						Hide Choice of Services	

3 Review the Channel Allocation Table.

- The TN column lists the terminal numbers (hardware addresses) of the agents.
- The Type and Capability columns indicate the port type of each agent (port).

Keeping track of TNs

It will help you later when adding agents to queues if you create a list of all TNs and their port type. A list in the following format is useful.

TN	Port Type	Port Capability	ACD DN
10-00	Voice	Full	7000
10-08	Voice	Full	7000
10-01	Voice	Full	7000
10-09	Voice	Full	7000
.			

If agent queues haven't been created yet, you can decide on the ACD DN's now and then use them when you actually create the agent queues.

Should you dedicate ports?

Introduction

Agents (ports) can be shared by all services or dedicated to particular services.

It is possible that you may want to dedicate a port or ports because you find one feature of Meridian Mail Compact Option being accessed much more often. For more information, [see “Dedicating ports to services” on page 22-25.](#)

Dedicating ports

Restriction

For Meridian Mail Compact Option, an ACD queue can be serviced by two types of DSP port. These are the basic- and full-service voice DSP port types.

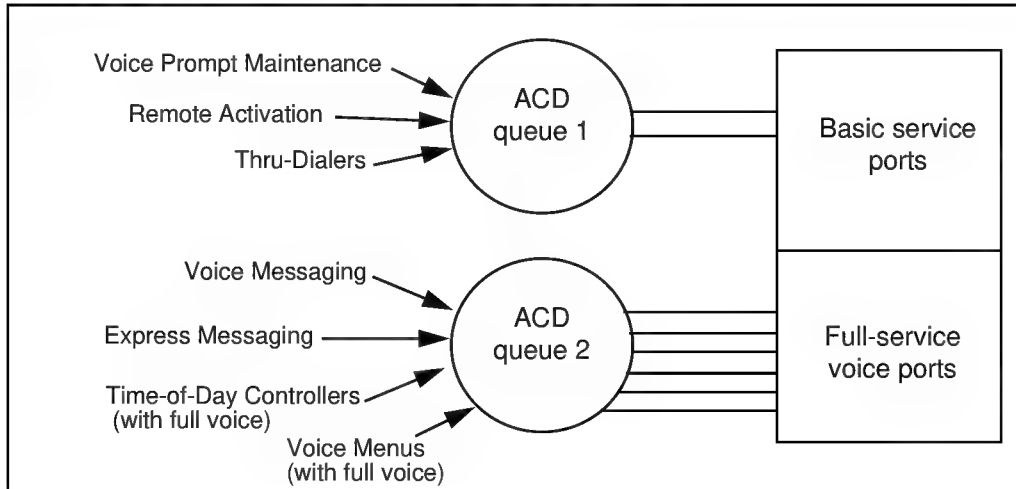
Implication

This means that you must create an ACD queue for the basic voice port type and one for the full voice port type. All agents that are added to these queues must correspond to Meridian Mail Compact Option ports of the same type.

Example

You have the two port types on your system: basic- and full-service voice.

You, therefore, set up two ACD queues. When configuring dummy queues for each Meridian Mail Compact Option service, you simply forward to the ACD queue. The ACD queue to which you forward the dummy queue depends on the port requirements for the Meridian Mail Compact Option service which is, of course, may be either basic or full voice.



Dedicating ports to services

Reasons for dedicating ports

You may decide to dedicate ports to a particular Meridian Mail Compact Option service for the following reasons.

- Traffic studies have indicated that a particular inbound service is used heavily and that calls are being lost because the service is competing for ports with other services.

Reasons not to dedicate ports

Share DSP ports as much as possible because they are used more efficiently when shared.

When ports are dedicated to services, the overall efficiency of the system is reduced for the following reasons.

- A port that is fully dedicated to a particular service cannot be used by any other service, even if idle.
- When ports are dedicated to a particular service, that service can use those ports only. It cannot use other ports if the dedicated ports are in use.

Partially vs. fully dedicated ports

When you dedicate ports to services, you are blocking other services from using them. You can either partially or fully dedicate ports, although it is recommended that you fully dedicate them.

Blocking inbound calls

To block other services from using a channel when inbound calls are made, you must create a ACD queue for the service and assign agents to it.

Blocking outbound calls

To block other services from using a channel for placing outbound calls only, you do not need to create a special ACD queue. All you have to do is dedicate the port to the service in the Channel Allocation Table.

Choosing a procedure

Use this table to determine what you need to do, and where to find instructions, based on whether you want to partially or fully dedicate ports to a service.

IF you want to block	THEN	AND follow the
only inbound calls from using the port (partially dedicated)	create an ACD queue for the service	procedure on page 22-37 .
only outbound calls from using the port (partially dedicated)	dedicate the port to the service in the CAT	procedure on page 22-40 .
both inbound and outbound calls from using the port (fully dedicated)	• create an ACD queue for the service, and • dedicate the port in the CAT	procedure on page 22-46 .

Determining how many dummy queues you need

Procedure: newly installed system

To determine how many dummy queues you need for a newly installed system, follow these steps.

Step	Action
------	--------

- | | |
|---|---|
| 1 | Identify how many directly dialable Meridian Mail Compact Option services you will initially be configuring. |
| 2 | If you are likely to add services in the future, identify how many dummy queues you would need to support them.
Note: You do not have to add extra dummy queues at this point. However, it is convenient to have additional dummy queues already configured if the need for a new service arises. |
| 3 | Add the numbers from steps 1 and 2 to get the total number of dummy queues you need to configure. |

Procedure: operational system

To determine how many dummy queues you need to add to an operational system, follow these steps.

Step	Action
------	--------

- | | |
|---|---|
| 1 | Identify how many services you need to add to your system. |
| 2 | Identify how many dummy queues there are that are not used currently. |
| 3 | Subtracting the number calculated in Step 2 from the number calculated in Step 1 results in the number of queues required (provided Step 1 is greater than Step 2). |

Section C **Configuring the Option11C Compact for Meridian Mail Compact Option services**

In this section

<u>Overview</u>	<u>22-30</u>
<u>Creating ACD queues for a totally shared configuration</u>	<u>22-31</u>
<u>Creating ACD queues for a combination (shared and dedicated) configuration</u>	<u>22-34</u>
<u>Partially dedicating ports – blocking inbound calls only</u>	<u>22-37</u>
<u>Partially dedicating ports – blocking outbound calls only</u>	<u>22-40</u>
<u>Fully dedicating ports – blocking inbound and outbound calls</u>	<u>22-46</u>
<u>Creating an agent queue</u>	<u>22-49</u>
<u>Adding agents to a queue</u>	<u>22-53</u>
<u>Creating a dummy queue</u>	<u>22-59</u>
<u>Moving agents from one queue to another</u>	<u>22-61</u>
<u>Removing agents from a queue</u>	<u>22-63</u>
<u>Modifying the Channel Allocation Table after moving agents</u>	<u>22-64</u>

Overview

Introduction

This section contains step-by-step procedures for setting up queues on the Option11C Compact.

Begin by reviewing the high-level procedure for the configuration you require.

IF	THEN go to
you need only one agent queue	page 22-31.
you need multiple agent queues (because you have mixed port types or need to dedicate ports to services)	page 22-34.

Overlays

The following Option11C Compact overlays are used to configure the Option11C Compact for Meridian Mail Option Compact services.

Overlay	Function
LD 23	This overlay is used to create agent queues and dummy queues.
LD 11	This overlay is used to add agents to an agent queue (or remove them).

Overlay prompts

Procedures in this section instruct you on how to fill in various Option11C Compact overlays.

The procedures tell you which prompts need to be responded to in a certain way for Meridian Mail Option Compact. For all other prompts, you can simply press Enter to accept the default values as they do not affect Meridian Mail Option Compact.

Creating ACD queues for a totally shared configuration

Introduction

All agents can be shared by all Meridian Mail Option Compact services if

- you have only one type of Meridian Mail Option Compact port (full-service voice ports only) and if
- you do not need to dedicate agents (ports) to any Meridian Mail Option Compact services

If both of these conditions are not met, [see “Creating ACD queues for a combination \(shared and dedicated\) configuration” on page 22-34.](#)

The primary Voice Messaging queue

You can make the agent queue the primary Voice Messaging queue. This means that you can publish the ACD DN of the agent queue as the Voice Messaging DN.

Alternatively, you can create a dummy queue for Voice Messaging that forwards to the agent queue. In this instance, the DN of the agent queue is not published to users and is never directly dialed.

Procedure

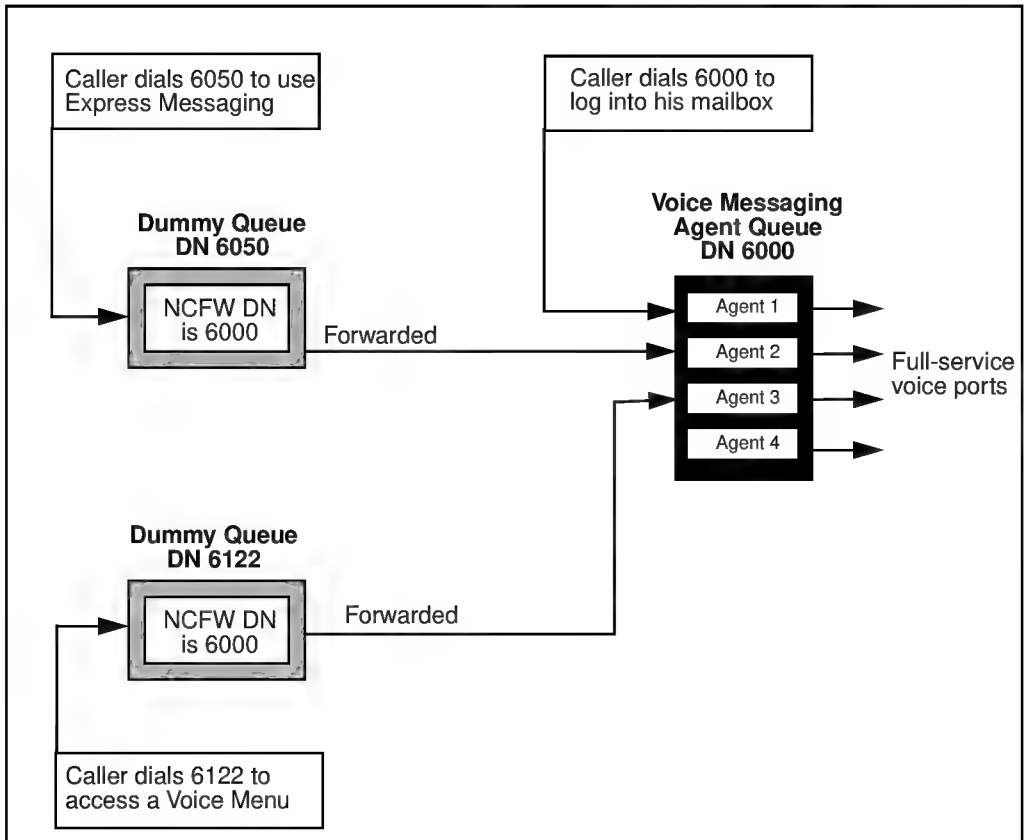
This is a high-level procedure for configuring the Option11C Compact and Meridian Mail Option Compact for services. Detailed step-by-step procedures are on the corresponding pages.

Step	Action	See
<i>Option11C Compact configuration</i>		
1	Create an ACD agent queue.	page 22-49
2	Add all agents to this queue.	page 22-53

Step	Action	See
3	Create a dummy queue for each Meridian Mail Option Compact service that needs to be directly dialable. Note: Forward (NCFW) all dummy queues to the agent queue you created in step 1 .	page 22-59
<i>Meridian Mail Option Compact configuration</i>		
4	Add the ACD DN's of the agent queue and dummy queues to the VSDN table.	Chapter 23

Example

This is an example of a shared configuration in which there is only one agent queue, which is also the Voice Messaging queue. All other queues are dummy queues that forward to this single agent queue for call handling.



Creating ACD queues for a combination (shared and dedicated) configuration

Introduction

You need a combination shared and dedicated configuration if the condition below is met.

- You need to dedicate ports to one or more Meridian Mail Option Compact services.

For more information, [see “Dedicating ports to services” on page 22-25.](#)

The primary Voice Messaging queue

You can make the agent queue that contains the full-service voice ports the primary Voice Messaging queue. This means that you can publish the ACD DN of this agent queue as the Voice Messaging DN.

Alternatively, you can create a dummy queue for Voice Messaging that forwards to this agent queue. In this instance, the DN of the agent queue is not published to users and is never directly dialed.

Forwarding dummy queues

When you specify the NCFW (Night Call Forward) DN for a dummy queue, make sure you enter the DN of the appropriate agent queue. Ensure that the dummy queue terminates on an agent queue that is serviced by ports of the appropriate type.

To identify the minimum port requirements for a Meridian Mail Option Compact service, [see “Port requirements for Meridian Mail Compact Option services” on page 22-18.](#)

Creating agent queues

This is a high-level procedure for configuring agent queues in a combination shared and dedicated configuration. Detailed step-by-step procedures are on the corresponding pages.

Step	Action	See page
1	Create an ACD agent queue for full-service voice ports.	22-49
2	Add the necessary agents (that correspond to full-service voice ports in Meridian Mail Option Compact) to this queue.	22-53
3	Do you need to dedicate ports to any Meridian Mail Option Compact services? • If yes, go to step 4. • If no, go to step 5.	
4	Choose the way in which you want to dedicate ports.	
	IF you want to	THEN go to
	partially dedicate the ports by blocking only other inbound calls from using the ports	page 22-37 .
	partially dedicate the ports by blocking only other outbound calls from using the ports	page 22-40 .
	fully dedicate the ports by blocking all other inbound and outbound calls from using the ports (recommended method)	page 22-46 .
	Note: When you are done, return to this procedure to define dummy queues and configure the VSDN table in Meridian Mail Option Compact.	
5	Go to the next procedure for creating dummy queues.	

Creating dummy queues

This is a high-level procedure for configuring dummy queues. Detailed step-by-step procedures are on the corresponding pages.

Step	Action	See page
1	Identify the port requirements of each Meridian Mail Option Compact service for which you need a dummy queue.	22-18
2	Create a dummy queue for each Meridian Mail Option Compact service that needs to be directly dialable but that does not need dedicated ports. Note: Make sure you forward each dummy queue to the correct agent queue.	22-59
3	Go to the next procedure for configuring Meridian Mail Option Compact.	22-36

Configuring Meridian Mail Option Compact

This is a high-level procedure for configuring VSDNs.

Step	Action	See
1	If you moved agents from one queue to another, modify the ACD DN of each moved agent in the Channel Allocation Table.	page 22-64
2	Add ACD DN of the agent and dummy queues you have created to the VSDN Table.	Chapter 23

Partially dedicating ports – blocking inbound calls only

Inbound calls

These are calls made to Meridian Mail Option Compact such as when

- Users log into their mailboxes.
- Users dial into Express Messaging.
- Callers dial into a Voice Menu.
- Callers are transferred to Meridian Mail Option Compact to leave a message (call answering).

When to use

Use this procedure if you want to partially dedicate ports to a service by blocking all other inbound calls, but not outbound calls.

To do this you must create a separate ACD agent queue for the service.

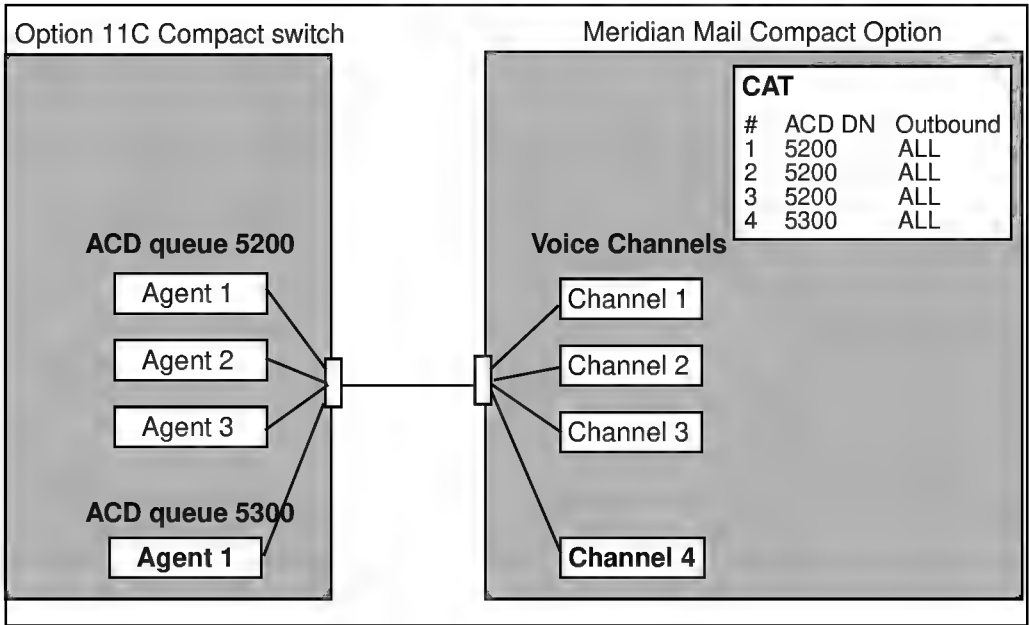
Procedure

To block inbound calls on a port, follow these steps.

Step	Action	See Page
1	Identify the ports you want to dedicate to the service. Note: Note, if you have mixed port types on your system, make sure the ports you dedicate are of the correct type, and all of the same type.	22-19
2	Create an agent queue for the service.	22-49
3	Add or move the agents to the queue.	22-53 (add) 22-61 (move)

Example In this example, an agent (port) is dedicated to a particular Voice Menu. ACD queue 5300 has been set up for this Voice Menu and it contains one agent.

The port, however, is not dedicated in the Channel Allocation Table. Outbound calls from any Meridian Mail Option Compact service are allowed on this port.



Scenario A
In this scenario, an inbound call is placed to Voice Messaging (DN 5200).

Stage	Description
1	A caller dials 5200 to log in to her mailbox.

Stage	Description
2	The call is routed to ACD queue 5200. • All of the agents in queue 5200 are busy. • The agent in queue 5300 is idle but cannot be used by this call.
3	The call waits for an agent in queue 5200 to become idle.

Example cont'd**Scenario B**

In this scenario, Meridian Mail Option Compact makes a remote notification attempt (an outbound call).

Stage	Description
1	A message is left for a user that has remote notification capability.
2	Meridian Mail Option Compact attempts to place an outbound call to deliver the notification.
3	Meridian Mail Option Compact looks for an idle port. • Ports 1, 2, and 3 (that belong to ACD queue 5200) are busy. • Port 4 (in ACD queue 5300) is idle.
4	Since the Outbound column in the CAT table is set to ALL for this port, the call is placed.

Partially dedicating ports – blocking outbound calls only

Outbound calls

These are calls made by Meridian Mail Option Compact. The following Meridian Mail Option Compact features make outbound calls.

- all networking features

When to use

Use this procedure if you want to partially dedicate ports to a service by blocking all other outbound calls but not inbound calls.

To do this you must

- disable the ports you want to dedicate
- modify the Outbound column in the Channel Allocation Table, and
- reenable the ports

Disabling ports

Before you can modify the Outbound column in the Channel Allocation Table, you must disable the port(s) you want to dedicate.

Starting Point: The Main Menu

Step Action

- 1 Select System Status and Maintenance.
 - 2 Select DSP Ports.
 - 3 Press the [Courtesy Disable Port] or [Disable Port] softkey.
Result: You are prompted for a port number.
 - 4 Enter the port number.
Note: Wait until the port status is OutofService.
 - 5 Do you want to disable another port?
 - If yes, [repeat steps 3 to 4](#) until you have disabled all the ports you want to dedicate.
 - If no, [go to step 6](#).
 - 6 Press [Exit].
Result: The System Status and Maintenance menu is displayed.
-

Modifying the Outbound column in the CAT

To dedicate a port by blocking all other outbound calls, follow these steps.

Starting Point: The System Status and Maintenance menu

Step Action

- 1 Select Channel Allocation Table.
- 2 Move the cursor to the port you want to dedicate.
- 3 Go to the Outbound column and enter the service (acronym) to which you want to dedicate the port.

System Status and Maintenance									
Channel Allocation Table (C=Card D=DSP P=Port)									
Choice of Services:									
ALL	All Services	AS	Announcement Service	EM	Express Messaging				
EN	Enterprise Networking	MS	Voice Menu Service	PM	Prompt Maintenance				
RA	Remote Activation	TS	Thru-Dial Service	VM	Voice Messaging				
VS	Voice Softkey								
Limit; MaxVoice MinMulti; MaxFull;						-----Allocated-----			
8 8 0 8						M/F: 0 V/F: 4 V/B: 0			
#	C-D-P	TN	ACD DN	SCN	Type	Capability	Outbound		
1	2-1-1	10-00	7000	7800	Voice	Full Basic	ALL		
2	2-1-2	10-08	7000	7801	Voice	Full Basic	ALL		
3	2-2-1	10-01	7000	7802	Voice	Full Basic	ALL		
4	2-2-2	10-09	7000	7803	Voice	Full Basic	ALL		
Select a softkey >									
Save		Cancel						Hide Choice of Services	

- 4 Do you want to dedicate another port?
 - If yes, [repeat steps 2 to 3](#).
 - If no, [go to step 5](#).
- 5 Press the [Save] softkey.

Result: The System Status and Maintenance menu is displayed.

Reenabling the ports To reenable the ports you dedicated, follow these steps.

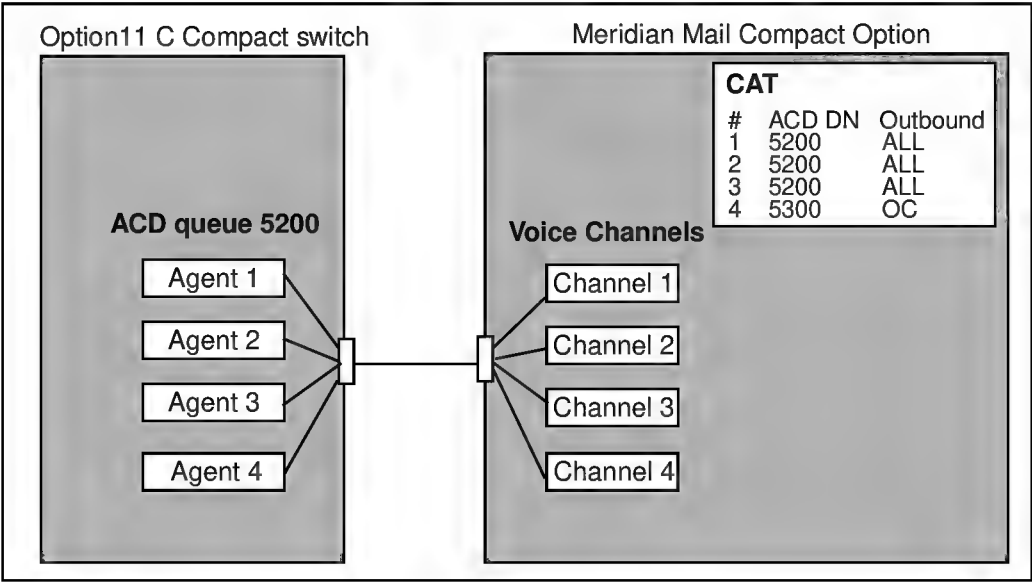
Starting Point: The System Status and Maintenance menu

Step Action

- 1 Select DSP Ports.
 - 2 Press the [Enable Port] softkey.
Result: You are prompted for the number of the port you want to enable.
 - 3 Enter the port number.
Note: Wait until the screen indicates that the port is no longer Out of Service.
 - 4 Do you want to enable another port?
 - If yes, [repeat steps 2 to 3](#) until you have enabled all the ports you dedicated.
 - If no, [go to step 5](#).
 - 5 Press [Exit].
Result: The System Status and Maintenance menu is displayed.
-

Example In this example, a separate queue has not been set up on the PBX. All inbound calls can, therefore, use all agents (ports).

In Meridian Mail Option Compact, however, Channel 4 is dedicated to Outcalling (OC) in the Channel Allocation Table.



Scenario A

In this scenario an inbound call is placed to Voice Messaging (DN 5200).

Stage	Description
1	A caller dials 5200 to log in to her mailbox.
2	The call is routed to ACD queue 5200. • The first three agents in queue 5200 are busy. • Agent 4 is idle.
3	The call is completed using agent 4.

Example cont'd**Scenario B**

In this scenario, Meridian Mail Option Compact attempts to make an outbound networking call.

Stage	Description
1	A network message is ready to be delivered.
2	Meridian Mail Option Compact attempts to place an outbound call to deliver the network message.
3	Meridian Mail Option Compact looks for an idle port. • Ports 1, 2, and 3 are busy. • Port 4 is idle.
4	Since the Outbound column in the CAT table is set to for Port 4, the call waits until another agent (port) becomes available.

Fully dedicating ports – blocking inbound and outbound calls

Introduction

If you are considering dedicating ports to a service, it is recommended that you fully dedicate them so that no other services can use the ports.

To do this you must create an agent queue on the PBX *and* dedicate the port in the Channel Allocation Table in Meridian Mail Option Compact.

Procedure

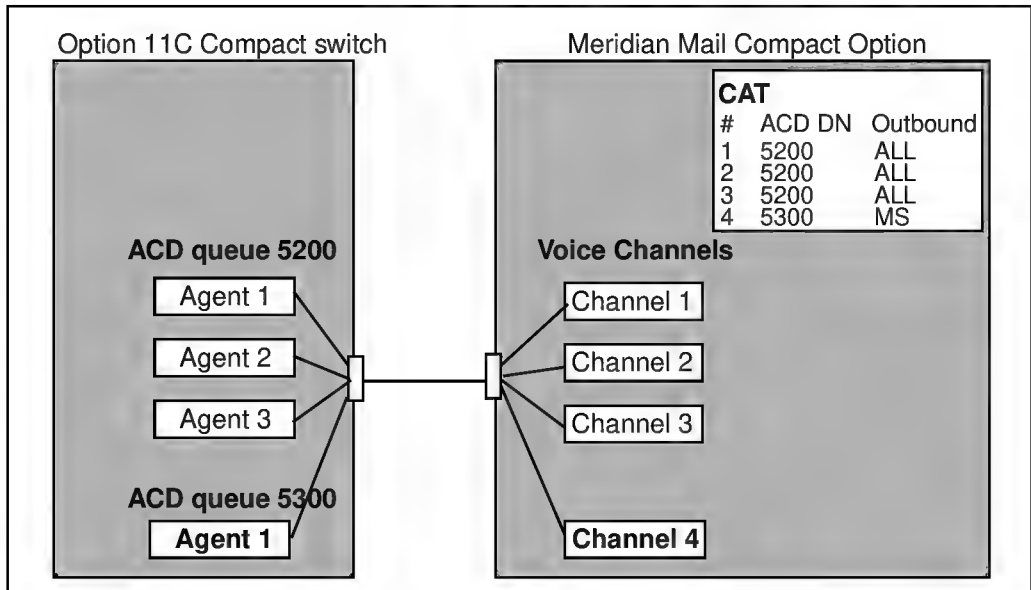
To completely dedicate ports to a service, follow these steps.

Step	Action	See page
<i>Option11C Compact configuration</i>		
1	Identify the ports you want to dedicate to the service. Note: If you have mixed port types on your system, make sure the ports you dedicate are of the correct type, and all of the same type.	22-19
2	Create an agent queue.	22-49
3	Add or move the ports to the queue.	22-53 (add) 22-61 (move)
<i>Meridian Mail Option Compact configuration</i>		
4	Disable the ports you want to dedicate.	22-41
5	Modify the Outbound column in the CAT table.	22-42
6	Reenable the ports.	22-43

Example

ACD queue 5300, containing one agent, has been set up for a Voice Menu.

The port is also dedicated to the Voice Menu Service in the Channel Allocation Table. Only calls to the Voice Menu can use Agent (Channel) 4.

**Scenario A**

In this scenario, an inbound call is placed to Voice Messaging (DN 5200).

Stage	Description
1	A caller dials 5200 to log in to her mailbox.
2	The call is routed to ACD queue 5200. • All of the agents in queue 5200 are busy. • The agent in queue 5300 is idle but cannot be used by this call.

Stage	Description
3	The call waits until an agent in queue 5200 becomes idle.

Scenario B

In this scenario, Meridian Mail Option Compact attempts to make an outbound networking call.

Stage	Description
1	A network message is ready to be delivered.
2	Meridian Mail Option Compact attempts to place an outbound call to deliver the network message.
3	Meridian Mail Option Compact looks for an idle port. • Ports 1, 2, and 3 are busy. • Port 4 is idle.
4	Since the Outbound column in the CAT table is set to MS for this port (it is dedicated to the Voice Menu Service), the call waits until another port (agent) becomes available.

Creating an agent queue

Introduction

ACD queues are created using overlay 23. You must set up at least one agent queue on the Option11C Compact to serve as the primary Voice Messaging queue. This queue is usually set up by the install technician.

When to use

Create an agent queue

- as the primary Voice Messaging queue (containing full-service voice ports)
- for each service to which you want to dedicate ports

If you are not sure of how many agent queues you require, [see “Determining how many dummy queues you need” on page 22-27.](#)

Procedure

To create an agent queue, follow these steps.

Step	Action
-------------	---------------

- | | |
|---|--|
| 1 | Log in. |
| 2 | Enter LD 23 to load overlay 23. |
| 3 | Respond to prompts as shown in the following table |

Step Action

Prompt	Response	Description
REQ	NEW	Indicates you are creating a new queue.
TYPE	ACD	Indicates an ACD data block.
CUST	0	Enter the Meridian Mail Compact Option customer number (0).
ACDN	xxxxxxx	Enter the DN of the ACD queue. This is the number you enter in the VSDN table.
MWC	YES	Indicates this is a message center and that the queue has agents.
IMS	YES	Indicates an Integrated Messaging service.
CMS	YES	Command and Status Link Applications Protocol is used.
IMA	YES	Enables IMS attendant.
IVMS	YES	Integrated Voice Messaging. Creates a message center from which messages can be retrieved.
VSID	9	
MAXP	8	Indicates the maximum number of ACD agents for this queue.
ALOG	YES	ACD agents are automatically logged on when Meridian Mail Option Compact is powered up.
NCFW	----	The DN to which calls are forwarded. Set to 0 for agent queues.
	<Return>	Press <Return> to end the Overlay.
	****	Exits the overlay

Step	Action
------	--------

- | | |
|---|--|
| 4 | <p>Do you want to add another ACD agent queue?</p> <ul style="list-style-type: none">• If yes, enter NEW in response to the REQ prompt and respond to the prompts as shown in step 3.• If no, enter END in response to the REQ prompt to exit overlay 23. |
|---|--|
-

Adding agents to a queue

Introduction

Once you have created an ACD agent queue, you can add agents to it.

Before you begin

Gather together a list of the TNs of the agents you want to add to the queue.

If you have multiple agent queues because of a mixture of port types on your system (two or more of basic and full voice ports), make sure you know the port type of each TN. You can add agents of one type only to a single queue.

See “Dedicating ports” on page 22-23.

The Terminal Number

The terminal number (TN) is the hardware address of an ACD agent. Each voice port in Meridian Mail Option Compact is associated with the TN of the Option 11C Compact agent that will be servicing the port.

Format

TNs are in the format **cc u**.

Parts description

These are the parts of TN.

Part	Name	Description	Range
cc	Card	The card slot on which the agent is located.	10
u	Unit	The unit (port) on which the agent is located.	0 to 7

Example

2-0

The position ID The position ID identifies a particular agent within a queue. It is used for ACD reporting/tracking purposes in addition to identification of agents. Each agent must, therefore, have a unique position ID.

The SCN DN If a port is going to be used to originate calls, such as for networking, you must define a single-call non-ringing DN (SCN DN) as Key1. The SCN DN is a unique number (zzzz) that gives the appearance of a telephone number on a key.

Determine a numbering scheme For ease of maintenance, assign sequentially numbered position IDs and SCN DNs.

Example

The ACD DN of the queue to which you are adding agents is 8100.

Position IDs are numbered 8101, 8102, and so on.

SCN DNs are numbered 8201, 8202, and so on.

Adding new ports to an installed system If you are adding additional agents to an existing queue, you may have to modify the MAXP value for the queue to which you are adding agents. The MAXP value determines the maximum number of agents the queue can contain. If by adding new agents, you exceed this value, you will not be able to add the additional agents unless you change the MAXP value.

Instructions for adding new ports to an already installed Meridian Mail Option Compact system can be found in the *Option 11C Compact Planning, Installation and Fault Clearing Guide* (NTP 553-3121-210).

Modifying the MAXP value To modify the MAXP value in the queue to which you are adding agents, follow these steps.

Step Action

- 1 Log in.
- 2 Enter **LD 23** to load overlay 23.
- 3 Respond to prompts as shown in the following table.

Prompt	Response	Description
REQ	CHG	Indicates you are modifying a queue.
TYPE	ACD	Indicates you are modifying an ACD data block.
CUST	0	Enter the Meridian Mail Compact Option PBX customer number (0).
ACDN	xxxxxxx	Enter the DN of the ACD queue to which you are adding or moving agents.
MAXP	xx	Modify this number so that it is equal to or greater than the new total number of agents for this queue.

- 4 Enter **END** in response to the REQ prompt to exit overlay 23.
 - 5 Go to the procedure on [page 22-55](#) to add agents to the queue.
-

Adding agents

To add an agent to a queue, follow these steps.

Step	Action
------	--------

- | | |
|---|--|
| 1 | Log in. |
| 2 | Enter LD 11 to load overlay 11. |

Step Action

3 Respond to prompts as shown in this table.

Prompt	Response	Description
REQ	NEW	
TYPE	2008	
TN	cc u	Enter the TN of the agent. cc is the card slot number (10). u is the unit (port) number (0 - 7).
CLS	VMA	Indicates Voice Messaging is allowed.
Key0	ACD xxxx yyyy	Enter the DN (xxxx) of the queue and the agent's position (yyyy).
Key1	SCN zzzzzzz	Enter a single-call, non-ringing DN if this port will be used to place outcalls by Meridian Mail Compact Option features such as networking.
Key2	MSB	Make Set Busy key
Key3	NRD	Not Ready key
Key4	RLS	Release key
Key6	TRN	Transfer key
Key7	AO3	Conference key
	<Return>	Press Return to end overlay
	****	Exit

Step	Action
------	--------

Example:

Agent 1: Key 0 ACD 3650 000 3800

Key 1 SCN 2800

Agent 2: Key 0 ACD 3650 000 3801

Key 1 SCN 2801

For both agents, 3650 is the primary ACD queue and is put in the Channel Allocation Table.

3800 and 3801 are the agent position IDs and must be unique.

2800 and 2801 are the channel DNs and are put in the Channel Allocation Table.

- | | |
|---|--|
| 4 | Do you want to add another agent? <ul style="list-style-type: none">• If yes, enter NEW in response to the REQ prompt and respond to prompts as shown in step 3.• If no, enter END in response to the REQ prompt. |
|---|--|

Creating a dummy queue

Introduction

A dummy queue does not have agents. Instead, it forwards to an agent queue.

When to use

Add a dummy queue for each Meridian Mail Option Compact service that you want to make directly dialable by users and callers.

Examples

You want to provide users with Express Messaging capability. You, therefore, create a dummy queue for Express Messaging so that it has a unique DN that can be dialed.

You want to create six Voice Menus that you need to make available to callers. You, therefore, create six dummy queues so that each Voice Menu has a unique number that can be dialed.

Systems with mixed port types

If you have more than one port type on your system, be sure to forward the dummy queue to the right agent queue. The agent queue to which you forward the dummy queue must be serviced by ports of the appropriate type.

To determine the port requirements, [see “Port requirements for Meridian Mail Compact Option services” on page 22-18.](#)

Procedure

To create a dummy queue that forwards to an agent queue, follow these steps.

Step	Action
1	Log in.
2	Enter LD 23 to load overlay 23.

Step Action

3 Respond to prompts as shown in the following table.

Prompt	Response	Description
REQ	NEW	Indicates you are creating a new queue.
TYPE	ACD	Indicates you are creating an ACD data block.
CUST	x	Enter the Meridian Mail Compact Option customer number (0).
ACDN	xxxxxxx	Enter the DN of the ACD queue. This is the number you enter in the VSDN table.
MWC	NO	Indicates this is not a message center with agents.
MAXP	1	Even though this queue has no agents, MAXP must be set to 1.
NCFW	xxxxxxx	Enter the DN of the agent queue to which you are forwarding this queue.

4 Do you want to add another dummy queue?

- If yes, enter **NEW** in response to the REQ prompt and respond to the prompts as shown in [step 3](#).
- If no, enter **END** in response to the REQ prompt to exit overlay 23.

Meridian Mail Option Compact configuration

Once you have added all the necessary agent and dummy queues, you are ready to add the ACD DN's to the VSDN table. For instructions, [see Chapter 23, "The VSDN table"](#).

Moving agents from one queue to another

Introduction

You must follow this procedure to move agents. You cannot simply change the ACD DN of an existing agent.



CAUTION

Do not move ACD agents by changing the ACD DN (on Key0) of an existing agent. Doing this can cause severe data corruption.

When to use

Use this procedure if you want to move existing agents from one queue to another queue.

Examples

You might need to do this if you have dedicated ports to a particular service and you find through analyzing traffic studies that you need more ports.

Or, you might find that the efficiency of the system has gone down, and you want to reduce the number of ports that are dedicated to a service and move them to a queue where they can be shared among more services.

Modifying MAXP

The MAXP value determines the maximum number of agents that can be in a queue. By moving agents to a queue, you may exceed the current MAXP value for that queue. If this happens, you must modify MAXP so that it is equal to or greater than the new total number of agents.

Procedure

To move an agent, you must first remove the agent from the queue it currently belongs to and then rebuild it under the other queue.

This is a high-level procedure for moving agents. Step-by-step procedures are on the corresponding pages.

Step	Action	See page
<i>Option11C Compact configuration</i>		
1	Will rebuilding agents under the other queue cause the MAXP value of that queue to be exceeded? • If yes, modify the MAXP value for the queue to which you are moving agents. 22-54 • If no, go to step 2.	
2	Remove the agents from their current ACD queue.	22-63
3	Rebuild (add) the agents under the queue to which you are moving them.	22-53
<i>Meridian Mail Option Compact configuration</i>		
4	Modify the Channel Allocation Table.	22-63

Removing agents from a queue

When to use

Use this procedure if you need to move agents from one queue to another. Moving agents involves removing them from the queue they currently belong to and rebuilding them under the new queue.

Procedure

To remove an agent from a queue, follow these steps.

Step	Action
------	--------

- | | |
|---|---|
| 1 | Log in. |
| 2 | Enter LD 11 to enter overlay 11. |
| 3 | Respond to prompts as shown in the following table. |

Prompt	Response	Description
REQ	OUT	Indicates you want to out (remove) an agent.
TYPE	2008	
TN	cc u	Enter the TN of the agent you want to remove. cc is the card slot number (10). u is the unit (port) number (0 - 7).

- | | |
|---|--|
| 4 | Do you want to remove another agent? <ul style="list-style-type: none">If yes, enter OUT in response to the REQ prompt and respond to the prompts as shown in step 3.If no, enter END in response to the REQ prompt to exit overlay 11. |
|---|--|
-

Modifying the Channel Allocation Table after moving agents

When to use You need to modify the Channel Allocation Table only if you have moved agents from one queue to another.

When you move an agent from one queue to another, the ACD DN of the agent changes. This change must be reflected in the Channel Allocation Table (CAT).

Procedure To modify the ACD DN of moved agents in the Channel Allocation table, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|---|
| 1 | Select System Status and Maintenance. |
| 2 | Disable the ports that correspond to the moved agents.
Note: See "Disabling ports" on page 22-41. |
| 3 | Select Channel Allocation Table from the System Status and Maintenance menu.
Result: The Channel Allocation Table is displayed. |
| 4 | Move the cursor to the agent (port) that was moved. |

Step Action

- 5 Go to the ACD DN column and enter the DN of the ACD queue to which it was moved.

System Status and Maintenance									
Channel Allocation Table (C=Card D=DSP P=Port)									
Choice of Services:									
ALL	All Services	AS	Announcement Service	EM	Express Messaging				
EN	Enterprise Networking	MS	Voice Menu Service	PM	Prompt Maintenance				
RA	Remote Activation	TS	Thru-Dial Service	VM	Voice Messaging				
VS	Voice Softkey								
Limit; MaxVoice MinMulti; MaxFull; -----Allocated-----									
8 8 0 8 M/F: 0 V/F: 4 V/B: 0									
#	C-D-P	TN	ACD DN	SCN	Type	Capability	Outbound		
1	2-1-1	10-00	7000	7800	Voice	Full Basic	ALL		
2	2-1-2	10-08	7000	7801	Voice	Full Basic	ALL		
3	2-2-1	10-01	7000	7802	Voice	Full Basic	ALL		
4	2-2-2	10-09	7000	7803	Voice	Full Basic	ALL		
Select a softkey >									
Save		Cancel						Hide Choice of Services	

- 6 Did you move any other agents (ports)?
- If yes, [repeat steps 4 to 5](#) until you have modified the ACD DN's of all agents that were moved.
 - If no, [go to step 7](#).
- 7 Press [Save] to save the changes.
- 8 Reenable the port(s).

Note: [See "Reenabling the ports" on page 22-43.](#)

Chapter 23

The VSDN table

In this chapter

<u>Section A: Introduction</u>	<u>23-3</u>
<u>Section B: Adding messaging and Networking VSDNs</u>	<u>23-9</u>
<u>Section C: Adding voice service DNs</u>	<u>23-19</u>
<u>Section D: Session profiles</u>	<u>23-35</u>
<u>Section E: Viewing, modifying, and deleting VSDNs</u>	<u>23-49</u>

Section A **Introduction**

In this section

<u>Overview</u>	<u>23-4</u>
<u>When to create a VSDN</u>	<u>23-5</u>
<u>Accessing the VSDN table</u>	<u>23-6</u>
<u>The VSDN table</u>	<u>23-7</u>

Overview

Introduction

Voice service directory numbers (VSDNs) are defined for every service that you want to make directly accessible to internal users or external callers, or both. These directory numbers (DNs) are entered in the Voice Services-DN (VSDN) table which maps DN's to services.

Access DN's

Part of defining a VSDN is specifying the access DN. This is the number that users and callers dial to access the service.

ATTENTION

Ensure that access DN's in your VSDN definitions do not duplicate mailbox numbers or Option 11C Compact trunk route access codes.

Nightly audits

Every day at 3:30 a.m., Meridian Mail Compact Option performs an audit. This audit can take anywhere from 10 minutes (if the system has not been modified since the last audit) to 2 hours (if many changes have been made, such as users or services being added or modified).

ATTENTION

Do not add, modify, or delete VSDNs during the nightly audit.

When to create a VSDN

Requirement

You need a VSDN for any service that you want to be directly accessible. This means that a caller dials a number to access a particular service such as a Voice Menu or Express Messaging.

You do not have to create VSDNs for services that are accessed indirectly through other services.

Example

You want to create a voice menu that starts up the following services:

- another Voice Menu

Accessing the VSDN table

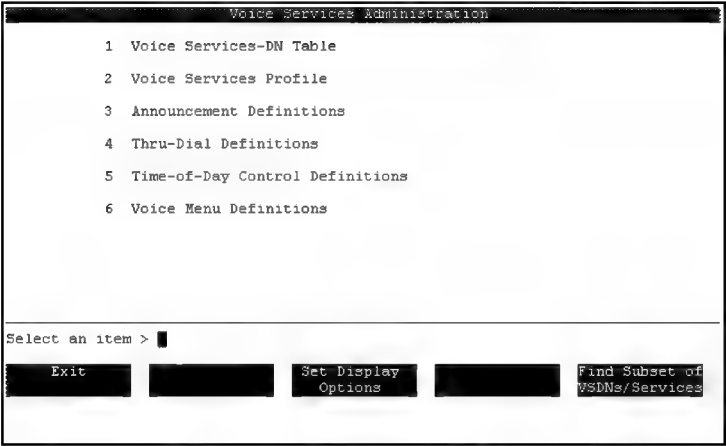
Introduction All of the procedures in this chapter are performed in the VSDN table. This procedure describes how to access the VSDN table.

Procedure To access the VSDN table, follow these steps.

Starting Point: The Voice Administration Main Menu

Step	Action
------	--------

1	Select the Voice Services Administration option. <i>Result:</i> The following menu is displayed.
---	---

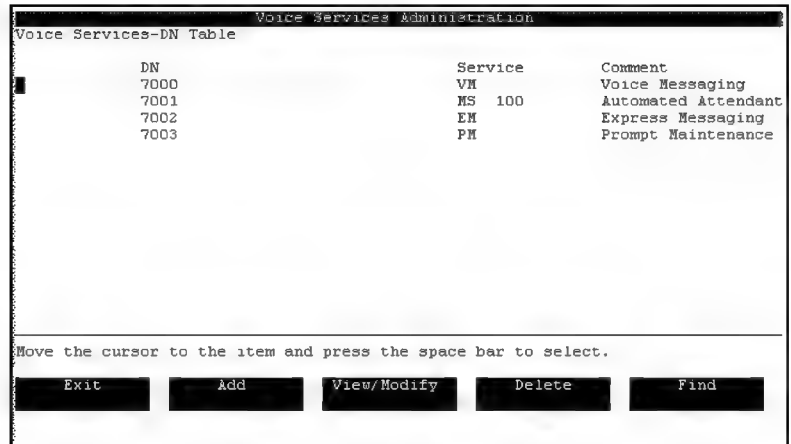


2	Select the Voice Services_DN Table option to access the VSDN table.
---	---

The VSDN table

The screen

This is the VSDN table for an operational system in which a number of VSDNs have already been defined.



The screenshot shows a terminal window titled "Voice Services Administration". Inside, there is a section titled "Voice Services-DN Table" which contains a table with three columns: DN, Service, and Comment. The table lists four entries: 7000 (VM), 7001 (MS 100), 7002 (EM), and 7003 (PM). Below the table, there is a prompt "Move the cursor to the item and press the space bar to select." and five buttons: Exit, Add, View/Modify, Delete, and Find.

DN	Service	Comment
7000	VM	Voice Messaging
7001	MS 100	Automated Attendant
7002	EM	Express Messaging
7003	PM	Prompt Maintenance

Move the cursor to the item and press the space bar to select.

Exit Add View/Modify Delete Find

Field descriptions

This table describes the fields in the VSDN table.

DN

Description	This is the directory number of the service. It is the number that is dialed to access the service.
-------------	---

Service

Description	This is the service that is accessed when the DN is dialed. Only the service acronym is displayed.
-------------	--

ID	For certain services, such as Announcements and Voice Menus, an ID is displayed next to the acronym. This is the specific service that is accessed.
----	---

Comment	
Description	This is a description or title that has been assigned to the VSDN.

Section B **Adding messaging and Networking VSDNs**

In this section

<u>Overview</u>	<u>23-10</u>
<u>Adding a VSDN for Voice Messaging</u>	<u>23-11</u>
<u>Adding a VSDN for Express Messaging</u>	<u>23-13</u>
<u>: Adding a VSDN for Enterprise Networking</u>	<u>23-16</u>

Overview

Introduction This section describes how to add VSDNs for Voice Messaging services.

Deciding which VSDNs you need Use this table to decide which VSDNs you need to add to your system.

IF	THEN	AND see
Voice Messaging is installed	create a VSDN for VM	page 23-11 .
you want express messaging	create a VSDN for EM	page 23-13 .

Adding a VSDN for Voice Messaging

Description	Voice Messaging is the basic voice mail service that records voice messages when a phone is not answered (Call Answering) and allows users to compose and send voice messages.
When to use	Add a VSDN for the Voice Messaging service during initial Meridian Mail Compact Option setup.
Before you begin	Access the VSDN table if you are not already at the screen. See “Accessing the VSDN table” on page 23-6.

Procedure

To add the Voice Messaging VSDN, follow these steps.

Starting Point: The VSDN table

Step Action

- 1 Press the [Add] softkey.
Result: The Add DN Information screen is displayed.
- 2 Enter the Access DN.
Note: This is the DN of the primary ACD agent queue.
- 3 Enter VM in the Service field.

Voice Services Administration

Add DN Information

Choice of Services:

AS	Announcement Service	EM	Express Messaging	EN	Enterprise Networking
MS	Voice Menu Service	PM	Prompt Maintenance	RA	Remote Activation
TD	Time-of-Day Control	TS	Thru-Dial Service	VM	Voice Messaging

Access DN:

3650

Service:

VM

Comment:

Voice Messaging

Select a softkey >

Save

Cancel

- 4 Enter an optional comment in the Comment field.
- 5 Do you want to add the VSDN with the information you have entered?
 - If yes, press the [Save] softkey.
 - If no, press [Cancel], or make any necessary corrections and then press [Save].**Result:** You are returned to the VSDN table. If you pressed the [Save] softkey, there is now a new entry in the table for this DN.

Adding a VSDN for Express Messaging

Description	Express Messaging allows users to directly leave a message in another user's mailbox without ringing a phone.
When to use	Express Messaging is a basic feature that should be available to users once Meridian Mail Compact Option is operational. The VSDN for Express Messaging should, therefore, be added during initial Meridian Mail Compact Option setup.
Mailbox ID	If you define a Mailbox ID, callers to the Express Messaging service are automatically transferred to the specified mailbox.
Types of express messaging services	You can create a number of Express Messaging services, each with its own VSDN.

Application 1: general Express Messaging service

This is the typical Express Messaging application that allows users to activate the Express Messaging service, dial any mailbox without ringing the associated phone, and leave a message directly in the mailbox.

For this type of service, do not enter a mailbox ID.

Application 2: suggestion box

In this application, when the Express Messaging DN is dialed, the caller is forwarded to a specific mailbox (a suggestion box) to leave a message.

This application requires that you

- set up a special mailbox just for this purpose. ([See “Adding a local voice user” on page 8-7.](#))
- enter the mailbox ID in the Add DN Information screen

Before you begin Access the VSDN table if you are not already at the screen.
See “Accessing the VSDN table” on page 23-6.

Procedure To add the Express Messaging VSDN, follow these steps.

Starting Point: The VSDN table

Step Action

- 1 Press the [Add] softkey.
Result: The Add DN Information screen is displayed.
- 2 Enter the Access DN.
- 3 Enter EM in the Service field.
Result: The Mailbox ID field is displayed.

Voice Services Administration

Add DN Information

Choice of Services:

AS	Announcement Service	EM	Express Messaging	EN	Enterprise Networking
MS	Voice Menu Service	PM	Prompt Maintenance	RA	Remote Activation
TD	Time-of-Day Control	TS	Thru-Dial Service	VM	Voice Messaging

Access DN:

7002

Service:

EM

Mailbox ID:

Comment:

Express Messaging

Select a softkey >

Save

Cancel

Step Action

- 4 Do you want callers to be forwarded to a particular mailbox when using this service?
 - If yes, enter the number of the mailbox to which you want to forward users in the Mailbox ID field.
 - If no, leave the Mailbox ID field blank.
- 5 Enter an optional comment in the Comment field.
- 6 Do you want to add the VSDN with the information you have entered?
 - If yes, press the [Save] softkey.
 - If no, press [Cancel], or make any necessary corrections and then press [Save].

Result: You are returned to the VSDN table. If you pressed the [Save] softkey, there is now a new entry in the table for this DN.

Adding a VSDN for Enterprise Networking

Description Enterprise Networking provides most of the functionality of Meridian Networking, but uses DTMF signaling, based on the AMIS protocol, instead of modems to transmit messages.

The Remote Voice User Propagation feature is unique to Enterprise Networking. It allows you to automatically add temporary remote voice users to your system.

When to use If you are adding Enterprise Networking to your system and you want to implement it, you must create a VSDN. This DN is used to establish a network connection for the transfer of voice messages using Enterprise Networking.

Dedicated versus shared DN You can create a DN specifically for Enterprise Networking (EN). Alternatively, Enterprise Networking can share a DN with any of the following services:

- Voice Menu Service (MS)
- Thru-Dial Service (TS)
- Announcement Service (AS)
- Time-of-day Controller Service (TD)

If Enterprise Networking shares a DN with any of these other services, it means that there is one less VSDN to configure.

Before you begin Access the VSDN table if you are not already at the screen. [See “Accessing the VSDN table” on page 23-6.](#)

Adding an EN DN for Enterprise Networking To add an EN DN for Enterprise Networking, follow these steps.

Starting Point: The VSDN table

Step Action

- 1 Press the [Add] softkey.

Result: The Add DN Information screen is displayed.

- 2 Enter the Access DN.
- 3 Enter EN in the Service field.

Voice Services Administration

Add DN Information

Choice of Services:

AS Announcement Service	EM Express Messaging	EN Enterprise Networking
MS Voice Menu Service	PM Prompt Maintenance	RA Remote Activation
TD Time-of-Day Control	TS Thru-Dial Service	VM Voice Messaging

Access DN: 7004

Service: EN

Comment: Enterprise Network

Select a softkey >

Save Cancel

- 4 Enter an optional comment in the Comment field.
- 5 Do you want to add the VSDN with the information you have entered?
 - If yes, press the [Save] softkey.
 - If no, press [Cancel], or make any necessary corrections and then press [Save].

Result: You are returned to the VSDN table. If you pressed the [Save] softkey, there is now a new entry in the table for this DN.

Sharing a DN with a voice service

If you want Enterprise Networking to share a DN with one of MS, TS, AS, or TD, follow these steps. This procedure assumes that at least one VSDN exists for one of these four services.

Starting Point: The Voice Services Administration menu

Step Action

- 1 Select Voice Services Profile.

Result: The Voice Services Profile screen is displayed.

Voice Services Administration

Voice Services Profile

Voice Services Volume: 1

Timeouts

Command Entry: 3.5 seconds Short Disconnect: 10.0 seconds

Record (mm:ss): 02:00

Maximum Prompt Sizes for Announcements (mm:ss): 00:30

other voice recordings (mm:ss): 02:00

Act on Enterprise Initiator Tone: ☒ Yes ☐ No

Enable Update Logging: ☒ Yes ☐ No

Business Hours Default: 08:30 to 17:00

Holidays	Start Date	End Date	Start Time	Comments
Select a softkey >				

Save Cancel [] [] [] MORE BELOW

- 2 Is the Act on Enterprise Initiator Tone field set to Yes?

- If yes, leave it as is.
- If no, set it to Yes.

- 3 Press [Save].

Result: Whenever a call comes into any voice menu (MS), thru-dialer (TS), announcement (AS), or time-of-day controller (TD), Meridian Mail Compact Option will be able to tell whether it is an Enterprise Networking call and process it accordingly.

Section C **Adding voice service DNs**

In this section

<u>Overview</u>	<u>23-20</u>
<u>Adding a VSDN for an announcement</u>	<u>23-21</u>
<u>Adding a VSDN for a thru-dial service</u>	<u>23-23</u>
<u>Adding a VSDN for a voice menu</u>	<u>23-25</u>
<u>Adding a VSDN for a time-of-day controller</u>	<u>23-28</u>
<u>Adding a VSDN for Voice Prompt Maintenance</u>	<u>23-31</u>

Overview

Introduction

When you add a VSDN for any of the following services, you must assign a session profile to it:

- voice menu
- time-of-day controller

Session profiles

There are two predefined session profiles from which to choose. They are based on the channel capability that is required to run the service:

- Basic service
- Full-service voice

If none of these predefined session profiles meets your needs, you can create a custom session profile. Procedures in this section indicate when you need to select or customize a session profile.

For more information about session profiles, [see the section "Session profiles" on page 23-35](#).

Adding a VSDN for an announcement

Description An announcement is a voice service that is part of the Voice Menus feature. An announcement is simply a recording that is played to a caller.

When to use Create a VSDN for an announcement if you want users or callers to be able to access the announcement directly by dialing a number.

Before you begin Access the VSDN table if you are not already at the screen. [See “Accessing the VSDN table” on page 23-6.](#)

Procedure To create a VSDN for an announcement, follow these steps.

Starting Point: The VSDN table

Step	Action
------	--------

1	Press the [Add] softkey.
---	--------------------------

Result: The Add DN Information screen is displayed.

2	Enter the Access DN.
---	----------------------

3	Enter AS in the Service field.
---	--------------------------------

Result: The Announcement ID field is displayed.

Step Action

- 4 Enter the Announcement ID.

Note: If you have not created the announcement yet, you must enter an ID to save the VSDN. Enter an ID and use this ID when creating the announcement.

- 5 Enter an optional comment in the Comment field.

Result: Your completed AS screen will look similar to the one displayed.

The screenshot shows a terminal-style interface titled "Voice Services Administration". Below the title is the section "Add DN Information". Under this, it says "Choice of Services:" followed by a list of services in three columns: AS Announcement Service, MS Voice Menu Service, TD Time-of-Day Control, EM Express Messaging, PM Prompt Maintenance, TS Thru-Dial Service, EN Enterprise Networking, RA Remote Activation, and VM Voice Messaging. Below the list, there are three input fields: "Access DN:" with the value "7005", "Service:" with the value "AS", and "Announcement ID:" with the value "4104". There is also a "Comment:" field with the text "Directions" entered. At the bottom of the screen, there is a prompt "Select a softkey >" and a row of five buttons: "Save", "Cancel", and three unlabeled buttons.

- 6 Do you want to add the VSDN with the information you have entered?

- If yes, press the [Save] softkey.
- If no, press [Cancel], or make any necessary corrections and then press [Save].

Result: You are returned to the VSDN table. If you pressed the [Save] softkey, there is now a new entry in the table for this DN.

Adding a VSDN for a thru-dial service

Description	A thru-dialer is a voice service that is part of the voice menus feature. Its function is to provide call handling. When a caller accesses a thru-dialer, he or she is prompted for an extension number. The thru-dialer then places the phone call.
When to use	Create a VSDN for a thru-dialer if you want users or callers to be able to access the thru-dialer directly by dialing a number.
Before you begin	Access the VSDN table if you are not already at the screen. See “Accessing the VSDN table” on page 23-6.
Procedure	To create a VSDN for a thru-dialer, follow these steps.

Starting Point: The VSDN table

Step	Action
------	--------

- | | |
|---|--|
| 1 | Press the [Add] softkey.
Result: The Add DN Information screen is displayed. |
| 2 | Enter the Access DN. |
| 3 | Enter TS in the Service field.
Result: The Thru-Dial ID field is displayed. |

Step Action

- 4 Enter the Thru-Dial ID.
Note: If you have not created the thru-dialer yet, you must enter an ID to save the VSDN. Enter an ID and use this ID when creating the thru-dialer.
- 5 Enter an optional comment in the Comment field.
Result: Your completed TS screen will look similar to the one displayed.

Voice Services Administration

Add DN Information

Choice of Services:

AS Announcement Service	EM Express Messaging	EN Enterprise Networking
MS Voice Menu Service	PM Prompt Maintenance	RA Remote Activation
TD Time-of-Day Control	TS Thru-Dial Service	VM Voice Messaging

Access DN: 7006

Service: TS Thru-Dial ID: 4234

Comment: Lunchtime ThruDial

Select a softkey >

Save Cancel

- 6 Do you want to add the VSDN with the information you have entered?
 - If yes, press the [Save] softkey.
 - If no, press [Cancel], or make any necessary corrections and then press [Save].**Result:** You are returned to the VSDN table. If you pressed the [Save] softkey, there is now a new entry in the table for this DN.
-

Adding a VSDN for a voice menu

- Description** Voice menus present callers with a list of options from which they can make a selection by pressing the appropriate key on their telephone keypad.
- When to use** Create a VSDN for a voice menu if you want users or callers to be able to access the voice menu directly by dialing a number.
- Choosing the session profile** You must assign a session profile to all voice menus for which you add a VSDN. Use this table to decide what kind of session profile you need for the voice menu.

IF the voice menu	THEN
invokes any of the following: • announcements • thru-dial services • voice prompt maintenance • remote activation • voice menu commands (such as play prompt, call revert DN, or repeat menu choices) • other voice menus or time-of-day controllers that invoke the above services only • voice messaging • express messaging • other voice menus or time-of-day controllers that invoke any of the above services	• select the full-service voice session profile, or • create a custom session profile and set channel capability to Full Voice.

- When to create a custom session profile** Review the default session profiles starting on [page 23-40](#). If the default session profile does not meet your needs, you must create a custom profile. [See “Customizing the session profile for Voice Menus and Time-of-Day Controllers” on page 23-44.](#)

Before you begin

Access the VSDN table if you are not already at the screen.
See “Accessing the VSDN table” on page 23-6.

Procedure

To create a VSDN for a voice menu, follow these steps.

Starting Point: The VSDN table

Step Action

- 1

Press the [Add] softkey.

Result: The Add DN Information screen is displayed.
- 2

Enter the Access DN.
- 3

Enter MS in the Service field.

Result: The Voice Menu ID and Session Profile fields are displayed. The [Session Profile Detail] softkey is also displayed.

Voice Services Administration

Add DN Information

Choice of Services:

AS Announcement Service

EM Express Messaging

EN Enterprise Networking

MS Voice Menu Service

PM Prompt Maintenance

RA Remote Activation

TD Time-of-Day Control

TS Thru-Dial Service

VM Voice Messaging

Access DN:

7001

Service:

MS

Voice Menu ID:

100

Session Profile:

Custom

Full Voice

Basic

Comment:

Attendant

Select a softkey >

Save

Cancel

Session Profile Detail

- 4

Enter the Voice Menu ID.

Note: If you have not created the voice menu yet, you must enter an ID to save the VSDN. Enter an ID and use this ID when creating the voice menu.

Step Action

- 5 Do you need to create a custom session profile?
 - If yes, [see the section "Session profiles" on page 23-35](#) and then [go to step 9](#).
 - If no, [go to step 6](#).
 - 6 Select the predefined session profile (Basic or Full Voice).
 - 7 Do you want to view the session profile?
 - If yes, press the [Session Profile Detail] softkey.
 - If no, [go to step 9](#).
 - 8 Review the session profile and press [Return to Previous Form] when you are ready to return to the Add DN Information screen.
 - 9 Enter an optional comment in the Comment field.
 - 10 Do you want to add the VSDN with the information you have entered?
 - If yes, press the [Save] softkey.
 - If no, press [Cancel], or make any necessary corrections and then press [Save].

Result: You are returned to the VSDN table. If you pressed the [Save] softkey, there is now a new entry in the table for this DN.
-

Adding a VSDN for a time-of-day controller

Description	Time-of-day controllers direct calls to different services based on the time of day that the call is received.
When to use	Create a VSDN for a time-of-day controller if you want users or callers to be able to access the time-of-day controller directly by dialing a number.
Selecting the session profile	Use this table to decide what kind of session profile you need for the time-of-day controller.

IF the time-of-day controller	THEN
invokes one or more of the following <i>only</i> : • announcements • thru-dial services • voice prompt maintenance • remote activation • other voice menus or time-of-day controllers that invoke the above services only	• choose the basic service session profile, or • create a custom session profile and set channel capability to Basic.
invokes any of the following: • voice messaging • express messaging • other voice menus or time-of-day controllers that invoke any of the above services	• choose the full-service voice session profile, or • create a custom session profile and set channel capability to Full Voice.

When to create a custom session profile	Review the default session profiles starting on page 23-40 . If the default session profiles do not meet your needs, you must create a custom profile. See “Customizing the session profile for Voice Menus and Time-of-Day Controllers” on page 23-44.
--	---

Before you begin	Access the VSDN table if you are not already at the screen. See “Accessing the VSDN table” on page 23-6.
-------------------------	--

Procedure

To create a VSDN for a time-of-day controller, follow these steps.

Starting Point: The VSDN table

Step Action

- 1 Press the [Add] softkey.
Result: The Add DN Information screen is displayed.
- 2 Enter the Access DN.
- 3 Enter TD in the Service field.
Result: The Time-of-Day Control ID and Session Profile fields are displayed. The [Session Profile Detail] softkey is also displayed.

Voice Services Administration

Add DN Information

Choice of Services:

AS Announcement Service	EM Express Messaging	EN Enterprise Networking
MS Voice Menu Service	PM Prompt Maintenance	RA Remote Activation
TD Time-of-Day Control	TS Thru-Dial Service	VM Voice Messaging

Access DN: 7007

Service: TD Time-of-Day Control ID: 4101

Session Profile: Custom Full_Voice Basic

Comment: Tm O'Day Control

Select a softkey >

Save Cancel Session Profile Detail

- 4 Enter the Time-of-Day Control ID.
Note: If you have not created the time-of-day controller yet, you must enter an ID to save the VSDN. Enter an ID and use it when creating the time-of-day controller.
- 5 Do you need to create a custom session profile?
 - If yes, [see the section "Session profiles" on page 23-20](#) and then [go to step 9](#).
 - If no, [go to step 6](#).
- 6 Select the predefined session profile (Full Voice).

Step	Action
------	--------

- | | |
|----|--|
| 7 | Do you want to view the session profile? <ul style="list-style-type: none">• If yes, press the [Session Profile Detail] softkey.• If no, go to step 9. |
| 8 | Review the session profile and press [Return to Previous Form] when you are ready to return to the Add DN Information screen. |
| 9 | Enter an optional comment in the Comment field. |
| 10 | Do you want to add the VSDN with the information you have entered? <ul style="list-style-type: none">• If yes, press the [Save] softkey.• If no, press [Cancel], or make any necessary corrections and then press [Save]. |

Result: You are returned to the VSDN table. If you pressed the [Save] softkey, there is now a new entry in the table for this DN.

Adding a VSDN for Voice Prompt Maintenance

Description	Voice prompt maintenance is a service that allows you to update prompts in voice menus and related services from a remote phone.						
When to use	Create a VSDN if you want to use this service and have it directly accessible.						
Before you begin	Access the VSDN table if you are not already at the screen. See “Accessing the VSDN table” on page 23-6.						
Procedure	To create a VSDN for the voice prompt maintenance service, follow these steps. Starting Point: The VSDN table <table><thead><tr><th>Step</th><th>Action</th></tr></thead><tbody><tr><td>1</td><td>Press the [Add] softkey. Result: The Add DN Information screen is displayed.</td></tr><tr><td>2</td><td>Enter the Access DN.</td></tr></tbody></table>	Step	Action	1	Press the [Add] softkey. Result: The Add DN Information screen is displayed.	2	Enter the Access DN.
Step	Action						
1	Press the [Add] softkey. Result: The Add DN Information screen is displayed.						
2	Enter the Access DN.						

Step Action

- 3 Enter PM in the Service field.

Result: When more than one language is installed, the Language of Service field is displayed.

Voice Services Administration

Add DN Information

Choice of Services:

AS	Announcement Service	EM	Express Messaging	EN	Enterprise Networking
MS	Voice Menu Service	PM	Prompt Maintenance	RA	Remote Activation
TD	Time-of-Day Control	TS	Thru-Dial Service	VM	Voice Messaging

Access DN: 7008

Service: PM

Comment: Prompt Maint

Select a softkey >

Save Cancel

- 4 If more than one language is installed, select the language in which you want prompt maintenance prompts to be played.
- 5 Do you want to add the VSDN with the information you have entered?

- If yes, press the [Save] softkey.
- If no, press [Cancel], or make any necessary corrections and then press [Save].

Result: You are returned to the VSDN table. If you pressed the [Save] softkey, there is now a new entry in the table for this DN.

Adding a VSDN for Remote Activation

Description	Remote Activation allows you to call in to Meridian Mail Compact Option from a remote phone and assign a different service to a VSDN.						
When to use	Create a VSDN for the Remote Activation service if you want it to be directly accessible by dialing a number.						
The remote activation password	You must define a password for Remote Activation. When a caller dials in to the service, this password must be entered to gain access. This is a security measure to ensure that unauthorized personnel do not use this feature.						
Before you begin	Access the VSDN table if you are not already at the screen. See “Accessing the VSDN table” on page 23-6.						
Procedure	To create a VSDN for Remote Activation, follow these steps. Starting Point: The VSDN table <table><tr><th>Step</th><th>Action</th></tr><tr><td>1</td><td>Press the [Add] softkey. Result: The Add DN Information screen is displayed.</td></tr><tr><td>2</td><td>Enter the Access DN.</td></tr></table>	Step	Action	1	Press the [Add] softkey. Result: The Add DN Information screen is displayed.	2	Enter the Access DN.
Step	Action						
1	Press the [Add] softkey. Result: The Add DN Information screen is displayed.						
2	Enter the Access DN.						

Step Action

- 3 Enter RA in the Service field.

Result: The Password field is displayed.

Voice Services Administration

Add DN Information

Choice of Services:

AS Announcement Service	EM Express Messaging	EN Enterprise Networking
MS Voice Menu Service	PM Prompt Maintenance	RA Remote Activation
TD Time-of-Day Control	TS Thru-Dial Service	VM Voice Messaging

Access DN: 7008

Service: RA Password: 14987422

Comment: Remote Activation

Select a softkey >

Save Cancel [] [] []

- 4 Enter a password.

Note: This password must be defined. If no password is entered, remote activation is not enabled.

- 5 Do you want to add the VSDN with the information you have entered?

- If yes, press the [Save] softkey.
- If no, press [Cancel], or make any necessary corrections and then press [Save].

Result: You are returned to the VSDN table. If you pressed the [Save] softkey, there is now a new entry in the table for this DN.

Section D **Session profiles**

In this section

<u>What is a session profile?</u>	<u>23-36</u>
<u>How session profiles work when multiple services are invoked by one VSDN</u>	<u>23-38</u>
<u>The basic service session profile</u>	<u>23-40</u>
<u>The full-service voice session profile</u>	<u>23-42</u>
<u>Customizing the session profile for Voice Menus and Time-of-Day Controllers</u>	<u>23-44</u>
<u>Specifying the channel capability, session time limit, and maximum number of invalid selections</u>	<u>23-45</u>

What is a session profile?

Description

A session profile is a set of operational characteristics that determines how the following features work.

- Voice Menus
- Time-of-Day Controllers

A session profile is required when you add a VSDN for any of these services.

When session profiles are required

The session profile is selected or defined when you add the VSDN. You can either

- select a predefined session profile, or
- create a custom session profile

You cannot create a session profile for one of these services if it does not have a VSDN. Session profiles are necessary only if a VSDN is necessary.

One predefined profile There is one predefined session profile for Meridian Mail Compact Option. The names of the profiles indicate the type of ports that will be used.

Profile	Described on page
Basic service session profile	23-40
Full-service voice session profile	23-42

Custom session profiles

The two pre-defined session profiles cannot be modified in any way. If none of the two preconfigured session profiles meets your requirements for a particular service, you must create a custom session profile.

A session profile is customized for only one service (the service for which you are adding a VSDN). You cannot share the same custom session profile among a number of services.

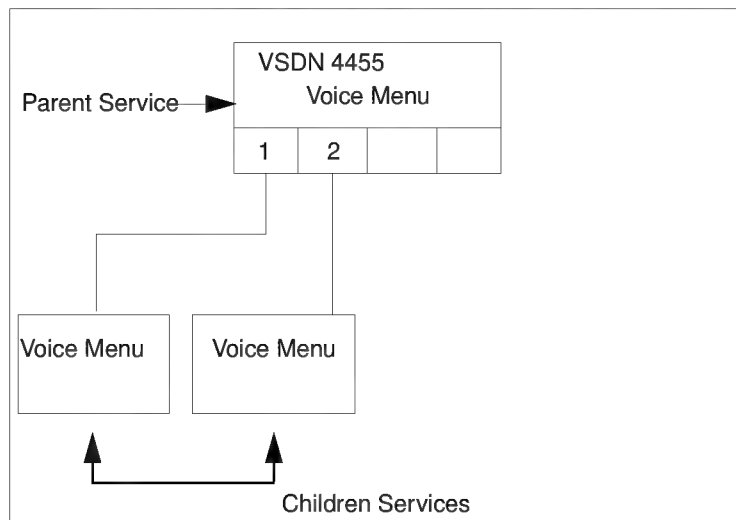
How session profiles work when multiple services are invoked by one VSDN

Introduction

Some services have the ability to invoke, or start up, other services. Two such services are Voice Menus and Time-of-Day Controllers.

Parent versus children services

When you create a Voice Menu or Time-of-Day Controller that invokes other services, it is considered the “parent” service. The services it invokes are the “children” services.



The parent service

The parent service must have a VSDN since this is the service through which users or callers gain access to the other services. The parent service will, therefore, also have a session profile associated with it.

Children services

The session profile of the parent service is applied to all children services. If, however, you need a different session profile for one or more of the children services, you can add a

VSDN for the child service and, therefore, give it a different session profile.

The VSDN of the child service does not need to be known to callers or users. It is not directly dialed.

The basic service session profile

When to use

You can use the Basic Service Session Profile for Voice Menus and Time-of-Day Controllers that run services that require basic service voice ports only. These services are

- Announcements
- Thru-Dial Services
- Voice Prompt Maintenance
- Remote Activation
- Voice Menu commands (such as Call, Play Prompt, and Repeat Menu Choices)
- Time-of-Day Controllers and Voice Menus that invoke only the above services

The profile

This is the Basic Service Session Profile. It is a read-only screen. This screen is used when adding VSDNs and is accessible from the Add DN Information screen for Voice Menus and Time-of-Day Controllers.



The screenshot shows a terminal window titled "Voice Services Administration". Inside, the "Session Profile" section displays the following configuration: "Channel Capability Required: Full_Voice Basic", "Session Time Limit(minutes): 10", and "Maximum Number of Invalid Selections: 10". Below this, a prompt "Select a softkey >" is shown above a row of five buttons. The first button is labeled "Return to Previous Form", and the other four are represented by black boxes.

```
Voice Services Administration
Session Profile
Channel Capability Required:      Full_Voice Basic
Session Time Limit(minutes):    10
Maximum Number of Invalid Selections: 10

Select a softkey >
Return to Previous Form [ ] [ ] [ ] [ ]
```

Profile configuration

When you choose the Basic Service Session Profile, the following characteristics and controls are placed on the service.

- Basic service channels are used.
- The Voice Menu or Time-of-Day Controller session is limited to a maximum of 10 minutes.
- The maximum number of invalid selections that a caller can make in a Voice Menu is 10.

The full-service voice session profile

When to use

The following services require channels with a minimum channel capability of full-service voice.

- Announcements
- Thru-Dial Services
- Voice Prompt Maintenance
- Remote Activation
- Voice Menu commands (such as Call, Play Prompt, and Repeat Menu Choices)
- Time-of-Day Controllers and Voice Menus that invoke any of the Meridian Mail Compact Option services

The profile

This is the full-service voice session profile. It is a read-only screen. This screen is used when adding VSDNs and is accessible from the Add DN Information screen for Voice Menus, and Time-of-Day Controllers.

The screenshot shows a terminal window titled "Voice Services Administration". Inside, the "Session Profile" section displays the following configuration: "Channel Capability Required:" set to "Full_Voice Basic", "Session Time Limit(minutes):" set to "10", and "Maximum Number of Invalid Selections:" set to "10". Below this, a horizontal line separates the configuration from a prompt "Select a softkey >". At the bottom, there is a row of five softkey buttons. The first button is labeled "Return to Previous Form", and the other four are represented by black boxes.

```
Voice Services Administration
Session Profile
Channel Capability Required:      Full_Voice Basic
Session Time Limit(minutes):    10
Maximum Number of Invalid Selections: 10

Select a softkey >
Return to Previous Form [ ] [ ] [ ] [ ]
```

Profile configuration

When you choose the full-service voice session profile, the following characteristics and controls are placed on the service.

General characteristics and limitations

These limitations are applied to all Voice Menus, and Time-of-Day Controllers to which you assign the full-service voice session profile.

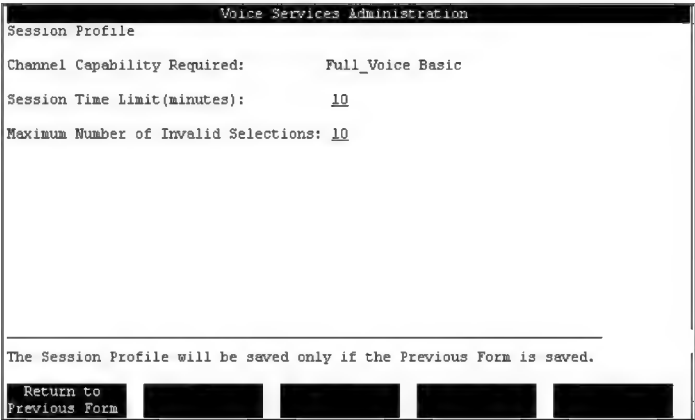
- Full-service voice channels are used.
- The length of the session is limited to 10 minutes.
- The maximum number of invalid selections a caller can make in a Voice Menu is 10.

Customizing the session profile for Voice Menus and Time-of-Day Controllers

- Introduction

If the default session profiles do not meet your requirements for a particular service, create a custom session profile.
- The custom Session Profile screen

This is the custom Session Profile screen for Voice Menus, and Time-of-Day Controllers.



- Procedure

Following is a high-level procedure for creating a custom session profile. Detailed procedures are provided on the corresponding pages.

Step	Action	See page
1	Specify the channel capability (Full Voice), session time limit, and maximum number of invalid selections. Requirement: This step is necessary for all Voice Menus, and Time-of-Day Controllers.	23-45

Specifying the channel capability, session time limit, and maximum number of invalid selections

When to use

For all Voice Menus and Time-of-Day Controllers, you must

- select the channel capability that is appropriate to the service for which you are adding a VSDN
- specify the session time limit, and
- specify the maximum number of invalid selections

Fields in the Session Profile screen

Relevant fields are highlighted by the dotted box.

Voice Services Administration	
Session Profile	
Channel Capability Required:	Full_Voice Basic
Session Time Limit(minutes):	<u>10</u>
Maximum Number of Invalid Selections:	<u>10</u>
The Session Profile will be saved only if the Previous Form is saved.	
Return to Previous Form	

Field descriptions

These fields are used by all services (Voice Menus, and Time-of-Day Controllers).

Channel Capability Required

Description The type of port that the service will use.

Valid Options Full Voice

Session Time Limit (minutes)

Description This is the maximum amount of time that a call session can last.

Default 10 minutes

Valid Range 0 to 99 (minutes)

Maximum Number of Invalid Selections

Description This field applies to Voice Menus.
Each time a caller makes an invalid selection, an error counter is incremented by one.

Action taken If this limit is reached the session is terminated.

Security To make it difficult for hackers to abuse your system via a voice menu, this field should be set to a relatively low number (for example, the default of 10).

Default 10

Valid Range 1 to 99

Choosing the channel capability

Use the following table to choose the channel capability that is required for a particular service.

IF the service is	AND	THEN select
a Voice Menu or a Time-of-Day Controller	it invokes one or more of the following services <i>only</i> : • Announcements • Thru-Dial services • Voice Prompt Maintenance • Remote Activation • Voice Menu commands (such as Call, Play Prompt, or Repeat Menu Choices) • other Voice Menus or Time-of-Day Controllers that invoke any of the above services only	Basic
	it invokes any of the following: • Voice Messaging • Express Messaging • other Voice Menus or Time-of-Day Controllers that invoke any of the Mail services	Full Voice.

Customizing the session profile

To begin customizing the session profile for a Voice Menu or Time-of-Day Controller, follow these steps.

Starting Point: The Add DN Information screen

Step Action

- 1 Select Custom in the Session Profile field.
- 2 Press the [Session Profile Detail] softkey.
Result: The Session Profile screen is displayed.
- 3 Select the channel capability (Full Voice).
- 4 Change the current session time limit if necessary.
- 5 Change the maximum number of invalid selections if necessary.

Section E **Viewing, modifying, and deleting VSDNs**

In this section

[Viewing and modifying a VSDN or session profile, or both](#) [23-50](#)

[Deleting a VSDN](#) [23-54](#)

Viewing and modifying a VSDN or session profile, or both

The View/Modify DN Information screen

Existing VSDNs are modified in the View/Modify DN Information screen.

Voice Services Administration
View/Modify DN Information

Choice of Services:

EM	Express Messaging	AS	Announcement Service	EN	Enterprise Networking
RA	Remote Activation	TS	Thru-Dial Service	PM	Prompt Maintenance
VM	Voice Messaging	MS	Voice Menu Service	TD	Time-of-Day Control

Access DN: 3540

Service: MS Voice Menu ID: 4170

Session Profile: Custom Full_Voice Basic

Comment: New Products

Select a softkey >

Save Cancel Session Profile Detail

See also

Fields in the View/Modify DN Information screen vary depending on the service for which you are modifying a VSDN. The fields are, however, identical to the ones in the Add DN Information screens.

For more information about DN information for a particular service, see the following sections.

- [Section B: Adding messaging and Networking VSDNs on 23-9.](#)
- [Section C: Adding voice service DN on 23-19.](#)

Using the find function

If many VSDNs have been defined on your system, you can use the Find function to retrieve a subset of VSDNs first, and then choose from this smaller list of VSDNs.

See Chapter 21 , “Finding and printing VSDNs and service definitions”.

Procedure

To view or modify a VSDN, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select Voice Administration.

Result: The Voice Administration menu is displayed.



Step Action

- 2 Select Voice Services Administration.

Result: The Voice Services Administration menu is displayed.

Voice Services Administration

- 1 Voice Services-DN Table
- 2 Voice Services Profile
- 3 Announcement Definitions
- 4 Thru-Dial Definitions
- 5 Time-of-Day Control Definitions
- 6 Voice Menu Definitions

Select an item > █

Exit Set Display Options Find Subset of VSDNs/Services

- 3 Select Voice Services-DN Table.

Result: The Voice Services-DN Table is displayed.

Voice Services Administration

Voice Services-DN Table

DN	Service	Comment
7000	VM	Voice Messaging
7001	MS 100	Automated Attendant
7002	EM	Express Messaging
7003	PM	Prompt Maintenance

Move the cursor to the item and press the space bar to select.

Exit Add View/Modify Delete Find

- 4 Move the cursor to the VSDN you want to modify, and press the spacebar to select it.

Step Action

- 5 Press the [View/Modify] softkey.
Result: The View/Modify DN Information screen is displayed.
 - 6 Make the necessary modifications in the DN information screen.
 - 7 Do you need to modify a custom session profile?
 - If yes, press the [Session Profile Detail] softkey.
 - If no, press the [Save] softkey.You are done modifying the VSDN.
 - 8 Make the necessary changes to the session profile.
Note: For more information, [see the section "Session profiles" on page 23-35](#).
 - 9 Press the [Return to Previous Form] softkey when you are done modifying the session profile.
 - 10 Press the [Save] softkey.
Result: The VSDN and session profile are saved.
-

Deleting a VSDN

The Delete DN Information screen

Existing VSDNs are deleted from the Delete DN Information screen.

Voice Services Administration

Delete DN Information

Choice of Services:

EM	Express Messaging	AS	Announcement Service	EN	Enterprise Networking
RA	Remote Activation	TS	Thru-Dial Service	PM	Prompt Maintenance
VM	Voice Messaging	MS	Voice Menu Service	TD	Time-of-Day Control

Access DN:

3630

Service:

AS

Announcement ID: 4104

Comment:

Directions

Select a softkey >

OK to Delete

Cancel

Using the find function

If many VSDNs have been defined on your system, you can use the Find function to retrieve a subset of VSDNs first, and then choose from this smaller list of VSDNs.

See Chapter 21 , “Finding and printing VSDNs and service definitions”.

Procedure

To delete a VSDN, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select Voice Administration.

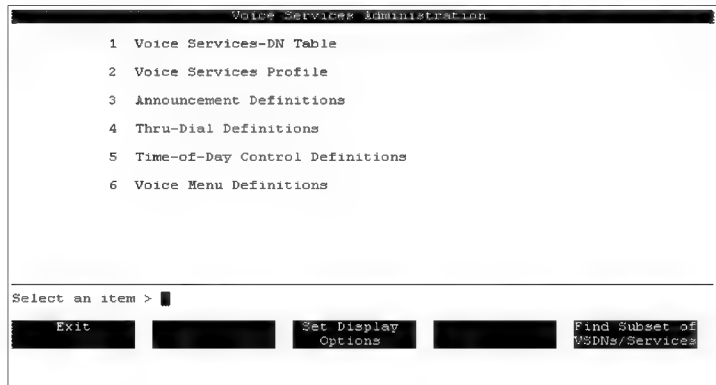
Result: The Voice Administration menu is displayed.



A screenshot of a terminal window titled "Voice Administration". The window displays a numbered list of four options: "1 Voice Messaging Options", "2 Voice Security Options", "3 Restriction/Permission Lists", and "4 Voice Services Administration". Below the list is a prompt "Select an item >" followed by a cursor. At the bottom of the window, there is a row of five buttons: "Exit", a blank button, a button with a right arrow, a blank button, and a button with a left arrow.

- 2 Select Voice Services Administration.

Result: The Voice Services Administration menu is displayed.

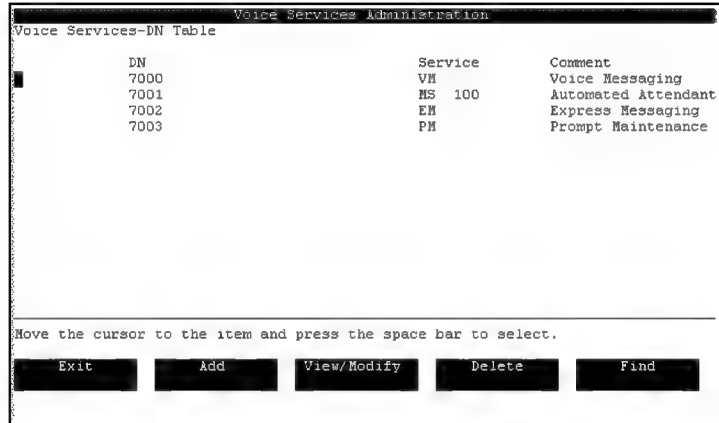


A screenshot of a terminal window titled "Voice Services Administration". The window displays a numbered list of six options: "1 Voice Services-DN Table", "2 Voice Services Profile", "3 Announcement Definitions", "4 Thru-Dial Definitions", "5 Time-of-Day Control Definitions", and "6 Voice Menu Definitions". Below the list is a prompt "Select an item >" followed by a cursor. At the bottom of the window, there is a row of five buttons: "Exit", a blank button, "Set Display Options", a blank button, and "Find Subset of VSDNs/Services".

Step Action

- 3 Select Voice Services-DN Table.

Result: The Voice Services-DN Table is displayed.



The screenshot shows a terminal window titled "Voice Services Administration". Inside, a table titled "Voice Services-DN Table" is displayed. The table has three columns: "DN", "Service", and "Comment". The data rows are as follows:

DN	Service	Comment
7000	VM	Voice Messaging
7001	MS 100	Automated Attendant
7002	EM	Express Messaging
7003	PM	Prompt Maintenance

Below the table, a message reads: "Move the cursor to the item and press the space bar to select." At the bottom of the window, there are five buttons: "Exit", "Add", "View/Modify", "Delete", and "Find".

- 4 Move the cursor to the VSDN you want to delete, and press the spacebar to select it.
- 5 Press the [Delete] softkey.
Result: The Delete DN Information screen is displayed.
Note: If the service has a session profile, you can view it before deleting by pressing the [Session Profile Detail] softkey. The profile is read-only.
- 6 Do you want to delete the VSDN?
- If yes, press the [OK to Delete] softkey.
 - If no, press the [Cancel] softkey.
-

Chapter 24

Voice services profile

In this chapter

<u>Overview</u>	<u>24-2</u>
<u>Timeouts</u>	<u>24-3</u>
<u>How timeouts work</u>	<u>24-4</u>
<u>Modifying the voice services profile</u>	<u>24-7</u>

Overview

Introduction

This chapter provides an overview of the use of timeouts, and explanations of all the parameters of the Voice Services Profile screen.

The Voice Services Profile screen

The Voice Services Profile screen displays all the general parameters that apply to all voice services, including timeouts. Default values are assigned when the system is installed. You can modify these values by following the procedure on [page 24-7](#).

Timeouts

Definition

Timeout values determine how long the system will wait under certain conditions before the system takes action (such as disconnecting or playing a prompt). Timeouts are important because they aid callers by playing appropriate prompts when the system has not received correct input.

Types of timeouts

There are three types of timeouts to define:

- command entry
- short disconnect
- record

Examples

The command entry timeout is used when the system does not receive an anticipated response from the caller, such as entering an extension number or making a selection from a voice menu. This allows for the system to respond with a prompt to aid the caller, transfer the call to the revert DN, or disconnect the call.

The short disconnect timeout is used for disconnecting from a Thru-Dial service or from a voice menu, because the caller has not input an extension number or selected a voice menu option, after entering the service.

The record disconnect timeout is used during recording prompts to prevent recording unnecessary silences.

How timeouts work

Description

Timeout values are used to determine how long the system waits before taking some sort of action when an expected response is not received. The three types of timeouts are explained below.

Command entry timeout

The command entry timeout is used when the system is waiting for a response from the caller. It allows you to set time parameters which, when exceeded, prompt the system for a response. The default value for command entry timeout is 3.5 seconds. The accepted values are between 1.0 and 5.0 seconds.

Command entry timeout may be used for any of the following situations:

Announcements

When announcements are accessed directly, the system will wait this amount of time before disconnecting the call. This timeout is intended to put a limit on how long a caller will remain connected if the caller stays on the line and does nothing after the announcement is played.

In the case where an announcement is played multiple times, this amount of silence will be heard between each play.

Voice menu

This timeout is used for initial no response and delayed response. You can define the action to be taken for an initial no response and delayed response in the voice menu definition.

Note: If you are using a voice menu to accept Enterprise Networking calls, set this timeout to the maximum allowed value of five seconds. If this field is set to less than five seconds, an Enterprise Networking call may be prematurely

disconnected. The initial no response action in the voice menu definition should be set to repeat menu choices.

**Command entry
timeout, cont'd**

Thru-Dial service

Command entry timeout is used if the system is waiting for an initial response (such as an extension number or name), or if the caller has provided keypad input at some point but is now delaying in providing further input.

**Short disconnect
timeout**

The short disconnect timeout is used to disconnect a call, such as when the command entry timeout has been exceeded. Callers are usually given several opportunities to provide responses before the short disconnect timeout is used.

The default value is 10.0 seconds. Valid values are from 1.0 to 30.0 seconds.

This timeout value is used in the following situations:

- disconnecting from a thru-dial service
- disconnection from a voice menu

Record timeout

This timeout value is used with the recording of prompts for voice menus, announcements, and Thru-Dial services. If during recording this amount of silence is recorded, the system will disconnect the session.

The default is 02:00 (mm:ss). Valid values are from 00:06 to 05:00. This affects all voice services other than Voice Messaging and its associated features (login, call answering, express messaging).

Modifying the voice services profile

Introduction

The Voice Services Profile screen shows the general parameters configured for all voice services (with the exception of voice messaging services).

Procedure

To make changes to the parameters in the Voice Services Profile, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|---|
| 1 | Select Voice Administration.
Result: The Voice Administration screen appears. |
| 2 | Select Voice Services Administration.
Result: The Voice Services Administration screen appears. |
| 3 | Select Voice Services Profile.
Result: The Voice Services Profile screen appears. |
| 4 | Enter all changes you want to make to the parameters in this screen. |
| 5 | When you have made all the necessary changes, press [Save] and then [Exit] to return to the previous screen.
Press [Cancel] to return to the previous screen without saving changes. |

The Voice Services Profile screen

This is the Voice Services Profile screen.

Voice Services Administration

Voice Services Profile

Voice Services Volume: 1

Timeouts

Command Entry: 3.5 secondsShort Disconnect: 10.0 secondsRecord (mm:ss): 02:00

Maximum Prompt Sizes for Announcements (mm:ss): 00:30other voice recordings (mm:ss): 02:00

Act on Enterprise Initiator Tone: No Yes

Enable Update Logging: No Yes

Business Hours Default: 08:30 to 17:00

Holidays

Start Date	End Date	Start Time	Comments
Select a softkey >			

Save

Cancel

Field descriptions

The following fields appear on the Voice Services Profile screen.

Voice Services Volume	
Description	This is a read-only field that indicates which volume contains voice services files.
Timeouts	
Description	The values you enter in the timeout fields determine how long the system will wait under certain conditions before the system takes action.
Options	The timeouts to be defined are command entry, short disconnect, and record.
See also	See “How timeouts work” on page 24-4.

Maximum Prompt Sizes for Announcements (mm:ss)

Description	This field controls the recording length for prompts for announcement definitions. If 80% of the maximum prompt size has been recorded, a tone is played to warn that the maximum prompt size has nearly been reached. If you are recording using the [Voice] softkey, when the time limit is exceeded the recording is stopped, and the system displays “Recording stopped. The time limit was exceeded”. If you are recording using Prompt Maintenance, and exceed the time limit, the system plays “Recording has stopped. You have reached the recording limit.”
Default	00:30
Valid range	00:30 to 10:00

Maximum Prompt Sizes for other voice recordings (mm:ss)

Description	This field controls the maximum recording length for voice menu and thru-dial service prompts that are recorded using either the administration terminal or the Voice Prompt Maintenance service. If 80 percent of the maximum prompt size has been recorded, a tone is played to warn that the maximum prompt size has nearly been reached. If you are recording using the [Voice] softkey, when the time limit is exceeded the recording is stopped, and the system displays “Recording stopped. The time limit was exceeded”. If you are recording using Prompt Maintenance, and exceed the time limit, the system plays “Recording has stopped. You have reached the recording limit.”
Default	02:00
Valid range	00:30 to 10:00

Act on Enterprise Initiator Tone

Description	If an Enterprise call comes in through a voice service DN, the voice service will either ignore (“No”) or react to the Enterprise tone and transfer the call to the appropriate Enterprise agent (“Yes”).
Default	No
Valid options	Yes, No • No. When selected, you have to configure a DN specifically for the Enterprise service in the VSDN table. • Yes. When selected, allows Enterprise to share a DN with a voice menu, thru-dial service, announcement service, or time-of-day controller.

Enable Update Logging

Description	This field determines whether or not a SEER is generated whenever a VSDN entry, announcement, thru-dial service, time-of-day controller, or voice menu is added, modified, or deleted.
Default	No
Valid options	Yes, No • Yes. A SEER is generated. This allows you to see which operation has been performed and on which DN or service ID. • No. No SEER is generated.

Business Hours Default

Description	These are the hours that your organization is typically open from Monday to Friday. Hours that fall outside of the range defined here are considered off-hours. The hours you enter here are used as defaults in the Add a Time of Day Control Definition screen. You can however, override these defaults if necessary when defining a time-of-day controller.
Default	08:30 to 17:00

Holidays

Description	Identify the holidays that are observed by your organization (that is, the holidays for which your organization closes). Up to 20 holidays can be defined. The holidays you specify here are used when defining time-of-day controllers.
Parameters	For each holiday you must specify the start date, end date, and start time.

Start Date

Description	This field is mandatory. Specify the date on which the holiday begins. The date format follows that defined under the General Administration menu, in the General options screen.
-------------	---

End Date

Description	This field is optional. The date entered here determines the day on which the holiday ends. If you enter a date, it must be later than or the same as the start date. If no end date is specified, the holiday will end on the start date. If the holiday ends on a regular business day, the holiday will end at the end of the business day (5:00 p.m., for example). However, if it is a nonbusiness day, the holiday will end at the end of the day (midnight).
-------------	---

Start Time

Description	This field is mandatory. Enter the time at which the holiday starts on the start date. This is usually the normal start of the business day (specified using the 24-hour clock).
-------------	---

Comments

Description	This field is optional. You may enter a comment to describe the holiday you are defining.
-------------	--

Chapter 25

Class of Service administration

In this chapter

<u>Overview</u>	<u>25-2</u>
<u>Section A: Introduction to Class of Service</u>	<u>25-3</u>
<u>Section B: Adding, changing, printing, and deleting System Classes of Service</u>	<u>25-9</u>
<u>Section C: Assigning Classes of Service to users</u>	<u>25-43</u>

Overview

Introduction	Class of Service (COS) administration includes • defining the system's Classes of Service (COSs). Up to 15 COSs are permitted plus personal COSs. • assigning a COS for each individual user.
Section A	This section is the Introduction to Class of Service. It includes concepts, and types of COS.
Section B	This section gives details and procedures on creating (adding), changing, printing, and deleting System COSs.
Section C	This section discusses various factors involved with assigning users to COSs.

Section A **Introduction to Class of Service**

In this section

<u>What is a Class of Service?</u>	<u>25-4</u>
<u>System Class of Service vs. Personal Class of Service</u>	<u>25-6</u>
<u>How Class of Service is administered</u>	<u>25-7</u>

What is a Class of Service?

Description

A Class of Service (COS) is a template that contains information about the capabilities that a user has and the values that are assigned to specific parameters. It is essentially a method of classifying users according to their needs. When you add a user to the system, you must specify the Class of Service to which he or she belongs.

The Meridian Mail Compact Option COS applies dialing restrictions to Meridian Mail Compact Option features, controls Meridian Mail Compact Option resources, and determines which features are available to the owner of the mailbox.

Option11C Compact classes of service

The Meridian Mail Compact Option Class of Service feature should not be confused with Class of Service on the Option11C Compact. Option11C Compact Class of Service applies certain dialing restrictions to lines or sets, or trunks, not to Meridian Mail Compact Option features. (See “Access restrictions” in the *X11 Software Features Guide*, NTP 553-3001-305.)

Example

Before adding users, you should carefully consider the user types that you need to represent with COSs. The following scenario provides an example of the kinds of COSs you can create (add).

For instance, you might only need to add three COSs: one for secretaries, one for executives, and a standard one for all other employees. If employees in certain departments are found to have different needs, you could add one for Accounting, one for Engineering, and so on. The COSs that you end up creating will depend entirely on the types of users that you will be adding to the system.

Once you have created your COSs and added users, you may realize that a particular group of users requires some

Example, cont'd

additional capabilities. You don't have to change each individual user. You only need to change the settings in the COS, and all the users assigned to that COS will automatically pick up the changes.

If an individual user requests additional functionality (or even reduced functionality) or greater mailbox storage capacity, you can do one of two things: reassign the user to another COS that meets his or her needs, or create a personal COS for that user (only if no existing COSs are adequate). Personal COSs are described in more detail in the following section.

System Class of Service vs. Personal Class of Service

System COS

Up to 15 COSs can be defined. When adding a user, you will assign him or her to one of these COSs or to a Personal COS, if necessary.

Personal COS

In addition to the 15 system COSs, the personal COS will always be available when adding a user. The personal COS is a special class. It allows you to deal with those users who require capabilities that do not fit any existing COS. A mailbox with a personal COS remains independent of changes made to other COSs.

Keep in mind, however, that as the number of personal COSs increases, the task of maintaining your classes of service and users will become more difficult since they all will have to be managed.

How Class of Service is administered

Planning, adding, and assigning Classes of Service (COSs)

These are the steps involved in planning, adding, and assigning COSs.

Stage	Description
1	Plan the COSs for the system based on the known needs of the local users.
2	Add the COSs that have been planned.
3	Assign the COSs to the system.
4	Assign users to the COSs according to their needs.

Changing COS for one or several users

These are the steps involved in changing users from one COS to another.

Stage	Description
1	Analyze the users' current needs.
2	Assign the users to COSs that meet their current requirements.

Section B **Adding, changing, printing, and deleting System Classes of Service**

In this section

<u>Adding a Class of Service</u>	<u>25-10</u>
<u>The Add Class of Service screen</u>	<u>25-12</u>
<u>Assigning Classes of Service to the system</u>	<u>25-26</u>
<u>The Find Class of Service screen</u>	<u>25-27</u>
<u>Finding, listing, or printing a Class of Service</u>	<u>25-28</u>
<u>Modifying a Class of Service</u>	<u>25-32</u>
<u>Deleting a Class of Service</u>	<u>25-38</u>

Adding a Class of Service

Introduction

This section describes how to add a Class of Service (COS) to the system.

Procedure

To add a new class of service, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select Class of Service Administration.

Result: The following screen appears.

Class of Service Administration

To display the List of Classes of Service select the Find softkey followed by the List softkey.

Select a softkey > █

Exit Add View/Modify Delete Find

- 2 Press the [Add] softkey.

Result: You are prompted for the class of service number.

Step Action

- 3 Enter a number between 1 and 15.

Result: The Add Class of Service screen is displayed.

Class of Service Administration

Add Class of Service

Class of Service Number: 1

Class of Service Name:

Select a softkey >

Save Cancel Change Defaults

- 4 Give the class of service a name.
- 5 At this point you may save the new COS with default values, or discard the COS, or change the defaults, as follows.
- To save the COS with default values, press [Save].
 - To discard the COS, press [Cancel].
 - To change the default values for this COS, press the [Change Defaults] softkey.

Result: Additional screens are displayed showing the default values. These fields can be modified as required to customize the COS you have added. For field descriptions, [see "The Add Class of Service screen" on page 25-12.](#)

The Add Class of Service screen

Introduction	New classes of service are added to the system through the Add Class of Service screen.
The Add Class of Service screen	The screens that follow appear when you press the [Change Defaults] softkey on the Add Class of Service screen. This is the first part of the Add Class of Service/Change Defaults screen.

Class of Service Administration

Add Class of Service

Class of Service Number:

7

Class of Service Name:

Marketing

Personal Verification Changeable by User:

No Yes

Voice Storage Limit (minutes):

3

Maximum Message Length (mm:ss):

03:00

Delayed Prompts:

No Yes

Auto Logon:

No Yes

Administrator Capability:

No Yes

More

Below

Select a softkey >

Save

Cancel

Field descriptions	This table gives descriptions of the fields highlighted by the broken line in the preceding screen.
--------------------	---

Class of Service Number	
Description	This is a read-only field. This field is prefilled with the number you entered to access this screen. The COS number is used to identify the Class of Service.
Valid range	1 to 15

Class of Service Name

Description	This is the name of the class of service. This field is mandatory. The COS definition cannot be saved if this field is blank.
Maximum length	The COS name can be up to 30 characters in length.
Valid characters	All characters are valid with the exception of "+", "_", or "?", which are invalid.

Personal Verification Changeable by User

Description	If this field is set to No, only the administrator is allowed to record personal verifications for users belonging to the COS. If the field is set to Yes, users can record their own personal verifications from their telephone sets. The latter option is generally desirable since callers prefer to hear the voice of the person they are calling.
Default	The default value is No.

Voice Storage Limit

Description	This field defines the maximum amount of storage available to the user.
How this limit is used	If messages exceed this limit, a message is played to the mailbox owner indicating that the mailbox is full and that the mailbox owner will be restricted in what he or she can do while logged in to Meridian Mail Compact Option. The following restrictions are imposed: • The mailbox owner can only listen to and delete messages. • The mailbox owner cannot record a personal greeting, or compose, send, or forward messages. • After messages are deleted to reduce the storage used to below the limit, the mailbox owner must still log off and then log back in before the various mailbox functions are restored. The following conditions also exist when the mailbox is full: • Callers using Express Messaging are still allowed to leave a message. • Callers who access the Call Answering service for the user's mailbox are able to leave a message.
Affected fields	The Maximum Message Length and Maximum Call Answering Message Length cannot be greater than the Voice Storage Limit.
Default	The default value is 3 (minutes).
Valid range	You may enter a value from 1 to 360 (minutes).

Maximum Message Length

Description	This value determines the longest possible composed message or personal greeting that a user belonging to this COS is allowed to record.
Default	The default value is 03:00.
Valid range	You may enter a value between 00:30 and 99:00 in ten-second increments.
Restrictions	This value cannot be greater than the Voice Storage Limit. If you set this field to a number that exceeds the idle login timer, message lengths will be restricted to the login timer value. The default idle login timer value is 03:00. To change this value, contact your support organization.

Delayed Prompts

Description	When this field is set to Yes, the system will prompt users for an action if the user does not initiate any action for 3.5 seconds. It is recommended that this field be set to Yes (especially for new users). Once the users belonging to the COS are familiar with the interface, you may get requests to turn delayed prompting off. You can inform experienced users that they do not need to wait for the prompts to finish before entering a command. This field should remain set to Yes for the benefit of new users.
Default	The default is Yes.

Dual Language Prompting

Description	This field is displayed on multilingual systems only. The selection made here affects the prompts played to callers during Call Answering and Express Messaging sessions. (It does not apply to the prompts played to users while logged into their own mailboxes. The language in which prompts are played to users while logged in to Meridian Mail Compact Option is determined by the field Preferred Language, in the Add or View/Modify Local Voice User screen.)
Default Language Overrides User's Preferred Language	The "Default Language Overrides User's Preferred Language" field, which is defined in the Voice Messaging Options screen, affects which language is heard first during a call answering session, as follows: • If the Default Language Overrides User's Preferred Language field is set to "No", and the user's language is different from the primary default language, callers will hear prompts in the user's preferred language followed by the primary default language. • If the Default Language Overrides User's Preferred Language field is set to "No", and the user's language is the same as the primary default language, callers will hear prompts in the primary default language followed by the secondary default language. • If the Default Language Overrides User's Preferred Language field is set to "Yes", callers will hear prompts in the primary default language followed by the secondary default language. Users continue to hear prompts in their preferred language during login sessions.
Default	The default is Yes.

See also	For more information about dual language prompting works, see “Setting up languages on systems with dual language prompting” on page 19-17.
----------	---

Auto Logon

Description	When this field is set to Yes, the user does not need to enter a mailbox number or password to gain access to Meridian Mail Compact Option. When set to No, the user must enter a mailbox number and password. For reasons of mailbox security, this field should be set to No, unless the mailboxes of the users that will be added to this COS are in a secure location and desire this feature.
Default	The default is No.
Exceptions	Set this field to Yes if the users that will be added to this COS have requested auto logon and their phones are in a secure location. To create completely hands-free message retrieval, use auto logon in conjunction with auto play.

The Add Class of Service screen (cont'd)

This is the second part of the Add Class of Service/Change Defaults screen.

Class of Service Administration

MORE ABOVE

Add Class of Service

Broadcast Capability:

No

Yes

Auto Play:

No

Yes

Auto Deletion of Invalid PDL Addresses:

No

Yes

Callers Notified of Busy Line:

No

Yes

Maximum Call Answering Message Length (mm:ss):

01:00

Receive Composed Messages:

No

Yes

Message Waiting Indication Options:

None

Any

Urgent

External Call-Sender

Select a softkey >

MORE BELOW

Save

Cancel

Field descriptions

This table gives descriptions of the fields highlighted by the broken line in the preceding screen.

Administrator Capability	
Description	If this field is set to Yes, users belonging to this COS will be allowed to record a custom call answering greeting for the system and personal verifications for all other users. For instructions on how to record a customized call answering greeting for the system, see “Recording a customized call answering greeting” on page 19-27.)
Special COS	You can set this field to Yes to add a special COS if there are any administrative assistants at the customer site who need to be able to perform these limited administrative tasks. For all other types of users, this field should be set to No.
Default	The default is No.

Broadcast Capability

Description	Set this field to Yes if you want users to be able to compose and send broadcast messages. Broadcast messages are sent to all users on the system .
Default	The default is No.

Auto Play

Description	When this field is set to Yes, the messages in the user's mailbox are automatically played when the user logs on. Playback begins with the first new message. Once all new messages are played, any existing old (read) messages are then played back, starting with the oldest. However, the pound sign (#) can be pressed at any time to end playback. When this field is set to No, the user must explicitly request that each message be played by pressing <2> on the telephone keypad. Auto Play can be used in combination with Auto Logon to allow totally hands-free message retrieval.
Default	The default is No.

Auto Deletion of Invalid PDL Addresses

Description	When this field is set to Yes, invalid addresses in categories A to D will be removed from a user's PDL in the following circumstances: • The user selects the PDL while addressing a message for Compose. • The user presses Play <2> while editing the PDL. Note: If Auto Delete is set to No, the user will be notified of the existence of bad addresses but no action will be taken to remove them.
Categories	Category A: local mailbox has been deleted Category B: network site has been deleted or COS capabilities/feature disabled. Category C: capabilities or features have been disabled
Default	The default is Yes.

Callers Notified of Busy Line

Description	When this field is set to Yes, a special prompt is played when the called line is busy, informing the caller that the user is on the phone. After the prompt is played, the caller is connected to Meridian Mail Compact Option to leave a message. If the field is set to No, the normal Call Answering system greeting or personal greeting is played. Note: If the user's mailbox is associated with two (or three) DNs, they must all be busy for this prompt to be played.
Default	The default is Yes.

Maximum Call Answering Message Length

Description	This value determines the longest possible call answering message or Express Messaging message that a caller can record and leave in a user's mailbox.
Format	The value must be entered in the format mm:ss.
Default	The default is 01:00.
Valid range	You may enter a value between 00:30 and 99:00 in ten-second increments.
Restriction	This value cannot be greater than the Voice Storage Limit.

Receive Composed Messages

Description	If this field is set to No, users' mailboxes will not accept composed messages.
Default	The default is Yes.

Message Waiting Indication Options

Description	The chosen setting determines the type of messages that will cause a message waiting indication (a flashing light or an interrupted dial tone) on the user's telephone set. Set this field to Any to notify users of all new messages, Urgent to notify users of only those messages tagged as urgent, or None if users are not to be notified at all. This field should be set to None for users who don't have a physical telephone set, but do have a mailbox. For example, a salesperson may only rarely be at the office and does not have a phone as a result, but still requires a number for callers to leave messages.
Default	The default is Any.

The Add Class of Service screen (cont'd)

This is the third part of the Add Class of Service/Change Defaults screen.

Class of Service Administration

MORE ABOVE

Add Class of Service

External Call-Sender Restriction/Permission List:

2

List Name: Local

Read Message Retention (days):

0

("0" implies that read messages are retained until the user deletes them manually.)

Send Messages to External Users:

No

Yes

Retain Copy of Sent Messages:

No

Yes

MORE BELOW

Select a softkey >

Save

Cancel

Field descriptions

This table gives descriptions of the fields highlighted by the broken line in the preceding screen.

External Call Sender Restriction/Permission List	
Description	This field specifies the number and name of the Restriction/Permission list that will be applied when the Call Sender feature is used to call back external callers. The lists are defined in the Restriction/Permission List screen, accessible from Voice Administration.
Requirement	To allow users to use call sender to place calls to external users, the External Call Sender Allowed field must be enabled in the Voice Messaging Options screen.
Default	The default is 2 (Local).
Valid range	This number can range from 0 to 80. The value 0 = unrestricted.

Read Message Retention (days)

Description	This field specifies the number of days that messages are kept in users' mailboxes after they have been read. The value in this field is limited by the system-wide value set in the Maximum Read Message Retention field in the Voice Messaging Options screen. For details, see "The Voice Messaging Options screen" on page 19-6. Once the lesser of these two values is reached, read messages are automatically deleted. If 0 is entered in both fields, read messages are not automatically deleted by the system, but can be deleted only by the user.
Valid range	You can enter a value from 0 to 99.
Default	The default is 0.
Read message retention	The following table shows which value is used to determine how long the user's read messages are kept.

System retention limit	User retention limit	Amount of time read messages are kept
0 (zero)	0 (zero)	Messages are kept until the user deletes them. The system will not automatically delete read messages.
0 (zero)	A value other than zero	The user retention limit determines how long messages are kept.
A value other than zero	0 (zero)	The system retention limit determines how long messages are kept.
A value other than zero	A value other than zero	The lesser value is used to determine how long messages are kept.

Retain Copy of Sent Messages

Description	When this field is set to Yes, copies of sent messages are not deleted from the user's mailbox. When it is set to No, messages are deleted as soon as they are sent. Carefully consider how many users you can allow to have this capability, since the more users who have this ability, the faster your available storage space will be used up.
Default	The default is No.

The Add Class of Service screen (cont'd)

This is the last part of the Add Class of Service/Change Defaults screen.

Class of Service Administration		MORE ABOVE
Add Class of Service		
Retain Copy of Sent Messages:	☒ No Yes	
Extension Dialing Restriction/Permission List:	2 List Name: Local	
Custom Revert Restriction/Permission List:	2 List Name: Local	
Select a softkey >		
Save	Cancel	

Field descriptions

This table gives descriptions of the fields highlighted by the broken line in the preceding screen.

Extension Dialing Restriction/Permission List

Description	This field gives the number and name of the Restriction/Permission list that applies when a user dials a phone number while logged in to his or her mailbox (known as Thru-dialing). The lists are defined in the Restriction/Permission List screen, accessible from Voice Administration.
Valid range	This number can range from 0 to 80. The value 0 = unrestricted.
Default	The default is 2 (Local).

Custom Revert Restriction/Permission List

Description	The custom revert DN is the extension to which a caller is passed when the caller presses 0 during a Meridian Mail Compact Option session. Since users can customize this DN from their telephone sets you must determine which dialing codes you want to restrict (or explicitly permit). For example, you may want to ensure that users cannot revert callers to long distance numbers. This field gives the number and name of the Restriction/Permission list that is applied to the custom revert DN. The lists are defined in the Restriction/Permission List screen, accessible from Voice Administration.
Valid range	This number can range from 0 to 80. The value 0 = unrestricted.
Default	The default is 2 (Local).

Assigning Classes of Service to the system

Introduction

After creating (adding) a new Class of Service (COS), it must be made available for use. This is done in the General Options screen. See Chapter 13, "General options".

The Find Class of Service screen

Introduction

The Find Class of Service screen is used to locate a specific Class of Service (COS).

The screen

The following is the Find Class of Service screen.

Class of Service Administration

Find Class of Service

Class of Service Number: ____

Class of Service Name: _____

Voice Messaging Interface: Any MMUI

Select a softkey >

Exit List Print List Print Details

Field descriptions

This table gives descriptions of the fields in the Find Class of Service screen.

Class of Service Number

Description	This is the number of an existing COS.
-------------	--

Class of Service Name

Description	This field is used for the name of a specific COS or a subset of COSs.
-------------	--

Finding, listing, or printing a Class of Service

Introduction

This section details the steps for finding, listing, or printing a Class of Service (COS) or COSs.

Procedure

To list or print COSs, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select Class of Service Administration.

Result: The following screen appears.

Class of Service Administration

To display the List of Classes of Service select the Find softkey followed by the List softkey.

Select a softkey > █

Exit Add View/Modify Delete Find

Step Action

- 2 Press the [Find] softkey.

Result: The Find Class of Service screen is displayed. The Find Class of Service screen is where you may specify the search criteria for retrieving a particular class of service or a subset of classes.

The screenshot shows a terminal-style interface for 'Class of Service Administration'. The title bar at the top reads 'Class of Service Administration'. Below it, the main heading is 'Find Class of Service'. There are three input fields: 'Class of Service Number:' followed by a short underline, 'Class of Service Name:' followed by a longer underline, and 'Voice Messaging Interface:' followed by a dropdown menu currently showing 'Any MMUI'. At the bottom, there is a prompt 'Select a softkey >' and a row of five softkey buttons: 'Exit', an unlabeled button, 'List', 'Print List', and 'Print Details'.

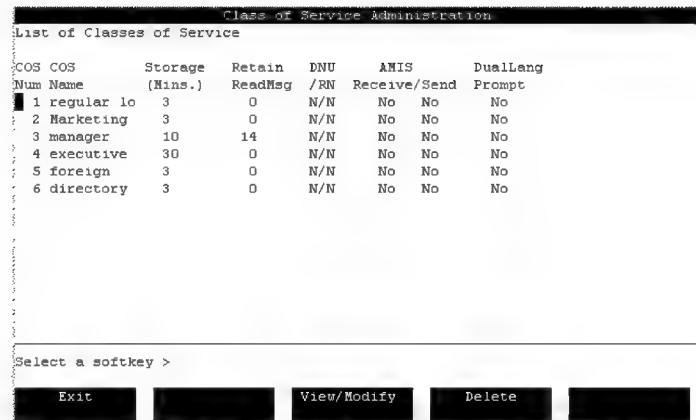
```
Class of Service Administration
Find Class of Service
Class of Service Number:  _____
Class of Service Name:  _____
Voice Messaging Interface: Any MMUI

Select a softkey >
Exit      [ ]      List      Print
                        List      Details
```

Step Action

- 3 To view a list of all Classes of Service on your system, press [List].

Result: The List of Classes of Service screen is displayed.



The screenshot shows a terminal window titled "Class of Service Administration". Below the title is the heading "List of Classes of Service". A table lists six classes of service with columns for COS Num, COS Name, Storage (Kins.), Retain ReadMsg, DNU /RN, AMIS Receive/Send, and DualLang Prompt. At the bottom, there is a prompt "Select a softkey >" and five buttons: "Exit", "View/Modify", and "Delete".

COS Num	COS Name	Storage (Kins.)	Retain ReadMsg	DNU /RN	AMIS Receive/Send	DualLang Prompt
1	regular lo	3	0	N/N	No No	No
2	Marketing	3	0	N/N	No No	No
3	manager	10	14	N/N	No No	No
4	executive	30	0	N/N	No No	No
5	foreign	3	0	N/N	No No	No
6	directory	3	0	N/N	No No	No

Note: For MMUI COSs, the Compose Msgs column remains blank.

- 4 To print a list of all Classes of Service on your system, press [Print List].

Result: The List of Classes of Service is printed.

Step Action

- 5 To view or print a particular Class of Service or a specific group of Classes of Service, specify search criteria on the Find screen as follows.

IF**THEN**

you want a specific COS and know its number

enter the number in the Class of Service Number field.

you want a specific COS and know its name

enter the name in the Class of Service Name field.

you want a group of COSs with similar names

enter the appropriate search pattern in the Class of Service Name field. (This pattern will consist of letters and wildcard characters.)

you want to find those COSs for a particular interface

specify MMUI.

- 6 To view or print the selected Classes of Service, press the appropriate softkey as follows.

IF**THEN**

you want a list of the COSs according to the search criteria

press the [List] softkey.

you want to print the list of COSs

press the [Print List] softkey.

you want to print the details of a single COS

enter the COS number or name in the appropriate field and press the [Print Details] softkey.

Modifying a Class of Service

Introduction

This section deals with changing the values in any of the fields for a specific Class of Service (COS).

To modify an existing COS, you must be logged on at the main administration terminal (not a multiple-administration terminal).

Procedure

A COS is changed by modifying its values. To change the values, follow these steps.

Starting Point: The Main Menu.

Step	Action
------	--------

1	Select Class of Service Administration.
---	---

Result: The Class of Service Administration screen is displayed.

Class of Service Administration

To display the List of Classes of Service select the Find softkey followed by the List softkey

Select a softkey > █

Exit Add View/Modify Delete Find

Step Action

- 2 Press the [Find] softkey.

Result: The Find Class of Service screen is displayed.

Class of Service Administration

Find Class of Service

Class of Service Number: _____

Class of Service Name: _____

Voice Messaging Interface: MMUI

Select a softkey >

Exit List Print List Print Details

- 3 Specify the search criteria.

IF

you want to find a particular COS

you want to find a subset of COSs according to name

you want to find those COSs for a particular interface

THEN

enter the COS number in the Class of Service Number field.

enter the appropriate search pattern in the Class of Service Name field. (This pattern will consist of letters and wildcard characters.)

specify MMUI.

Step Action

- 4 Press the [List] softkey.

Result: The List of Classes of Service screen is displayed.

Class of Service Administration							
List of Classes of Service							
COS Num	COS Name	Storage (Mins.)	Retain ReadMsg	DNU /RN	AMIS Receive/Send	DualLang Prompt	
1	regular lo	3	0	N/N	No No	No	
2	Marketing	3	0	N/N	No No	No	
3	manager	10	14	N/N	No No	No	
4	executive	30	0	N/N	No No	No	
5	foreign	3	0	N/N	No No	No	
6	directory	3	0	N/N	No No	No	

Select a softkey >

Exit		View/Modify	Delete	
------	--	-------------	--------	--

Note: For MMUI COSs, the Compose Msgs column remains blank.

- 5 Move the cursor to the definition you want to modify.
- 6 Press the spacebar to select it.

Step Action

- 7 Press the [View/Modify] softkey.

Result: The View/Modify Class of Service screen is displayed.

Class of Service Administration

View/Modify Class of Service

Class of Service Number: 1

Class of Service Name: regular local voice user

Personal Verification Changeable by User: No Yes

Voice Storage Limit (minutes): 3

Maximum Message Length (mm:ss): 03:00

Delayed Prompts: No Yes

Auto Logon: No Yes

Administrator Capability: No Yes

More Below

Select a softkey >

Save Cancel

Note: The fields that appear in the View/Modify Class of Service screen depend on what features are installed on your system. For detailed field descriptions, see [“The Add Class of Service screen” on page 25-12](#).

- 8 Make the necessary changes to the COS.

Step	Action
------	--------

9	Save or cancel the changes.
---	-----------------------------

IF	THEN
----	------

you want to save the changes	
------------------------------	--

	press the [Save] softkey.
--	---------------------------

	Result: The changes to the COS are saved. All users belonging to the COS will use the updated values in the COS. The List of Classes of Service screen is displayed.
--	---

you want to exit the screen without saving the changes	
--	--

	press the [Cancel] softkey.
--	-----------------------------

	Result: Any changes that you have made are not saved and the List of Classes of Service screen is displayed.
--	---

Field descriptions

The View/Modify Class of Service screen contains the same fields as the Add Class of Service screen. For field descriptions, [see “The Add Class of Service screen” on page 25-12.](#)

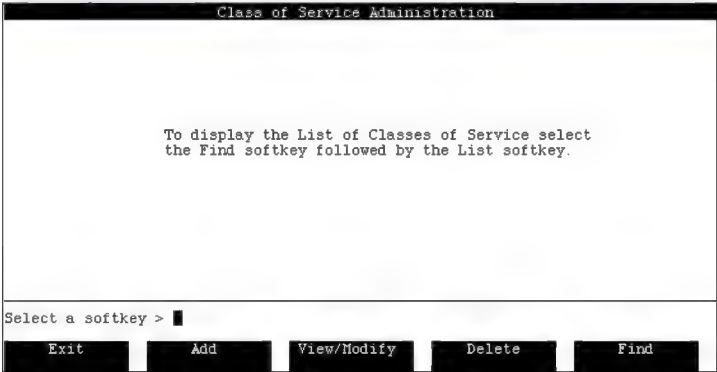
Deleting a Class of Service

Introduction This section deals with deleting a Class of Service (COS) from the system.

Procedure **Starting Point:** Main Menu

Step Action

- 1 Select Class of Service Administration.
- Result:** The Class of Service Administration is displayed.



Step Action

- 2 Press the [Find] softkey.

Result: The Find Class of Service screen is displayed.

The screenshot shows a terminal-style interface for 'Class of Service Administration'. The title bar reads 'Class of Service Administration'. Below it, the main heading is 'Find Class of Service'. There are three input fields: 'Class of Service Number:' followed by a blank line, 'Class of Service Name:' followed by a blank line, and 'Voice Messaging Interface:' followed by a dropdown menu currently showing 'MMUI'. At the bottom, there is a prompt 'Select a softkey >' and a row of five softkey buttons: 'Exit', a blank button, 'List', 'Print List', and 'Print Details'.

- 3 Specify the search criteria.

IF

you want to find a particular COS

you want to find a subset of COSs according to name

you want to find those COSs for a particular interface

THEN

enter the COS number in the Class of Service Number field.

enter the appropriate search pattern in the Class of Service Name field. (This pattern will consist of the letters and wildcard characters to indicate the pattern that the found COSs must match.)

MMUI.

Step Action

- 4 Press the [List] softkey.

Result: The List of Classes of Service screen is displayed.

Class of Service Administration						
List of Classes of Service						
COS Num	COS Name	Storage (Mins.)	Retain ReadMsg	DNU /FN	AMIS Receive/Send	DualLang Prompt
1	regular lo	3	0	N/N	No No	No
2	Marketing	3	0	N/N	No No	No
3	manager	10	14	N/N	No No	No
4	executive	30	0	N/N	No No	No
5	foreign	3	0	N/N	No No	No
6	directory	3	0	N/N	No No	No

Select a softkey >

Exit		View/Modify	Delete	
------	--	-------------	--------	--

Note: For MMUI COSs, the Compose Msgs column remains blank.

- 5 Move the cursor to the definition you want to delete.
- 6 Press the spacebar to select it.

Step Action

- 7 Press the [Delete] softkey.

Result: The Delete Class of Service screen is displayed.

Class of Service Administration

Delete Class of Service

Class of Service Number: 1

Class of Service Name: regular local voice user

Voice Messaging Interface Type: MMUI

Personal Verification Changeable by User: No Yes

Voice Storage Limit (minutes): 3

Maximum Message Length (mm:ss): 03:00

Delayed Prompts: No Yes

Dual Language Prompting: No Yes

Select a softkey > MORE BELOW

OK To Delete Cancel

Note: The fields that appear in the Delete Class of Service screen depend on what features are installed on your system. For detailed field descriptions, [see "The Add Class of Service screen" on page 25-12.](#)

- 8 Delete the COS or exit the screen without deleting.

IF	THEN
you want to delete the COS	press the [OK to Delete] softkey.
you want to exit the screen without deleting the COS	press the [Cancel] softkey.

Section C **Assigning Classes of Service to users**

In this section

[Assigning a Class of Service to a user](#) [25-44](#)

[Creating and Assigning a Personal Class of Service to a user](#) [25-45](#)

Assigning a Class of Service to a user

Description

To assign a user to a particular COS, select the COS number in the Class of Service field in the Add Local Voice User screen. For a complete description of this screen, see Chapter 8, "Local voice users". Refer to this chapter for the procedures as well.

Creating and Assigning a Personal Class of Service to a user

Description

If a user has special requirements that are not met by any of the existing COSs, you can create a personal COS for that user. All personal COSs must be maintained individually, since any changes made to a system COS will not affect the personal COSs that exist on the system. If, for example, it is decided that all users will be given access to a particular feature, you would have to modify all personal COSs as well as the system COSs.

Meridian Mail Compact Option

System Administration Guide

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